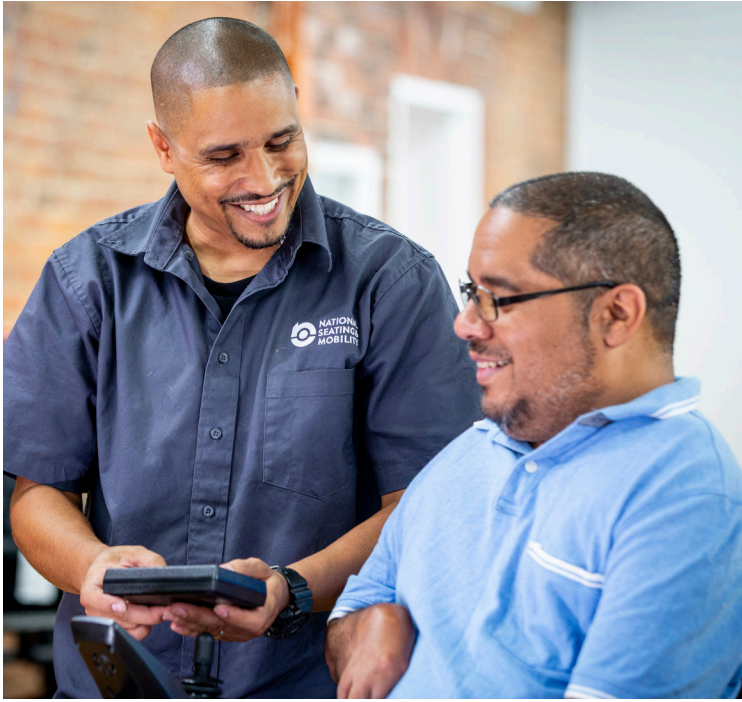


SERVICE

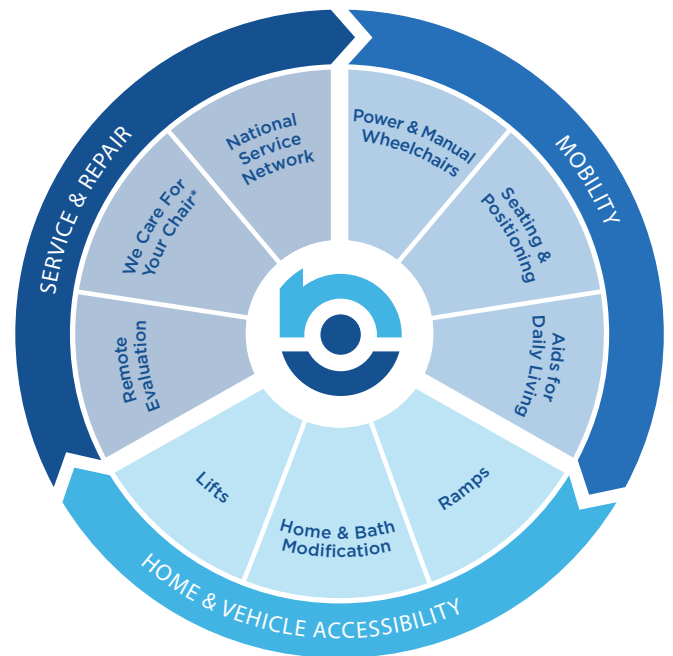


NSM360 COMPLETE MOBILITY SOLUTIONS

MOBILITY

ACCESSIBILITY

SERVICE



Whether the mobility needs are simple, complex, or somewhere in-between, National Seating & Mobility (NSM) is focused on providing our clients with 360-degree Complete Mobility Solutions. The solution may be customizing a power wheelchair, helping ensure independence and safety in the home, or servicing equipment to keep our clients moving. No matter the mobility solution, at NSM, our goal always is to help our clients move through life.

**Some rental agreements and payer contracts may prohibit NSM from servicing a chair.*

TRACK YOUR ORDER *MyNSMOrder.com*

Go to nsm-seating.com to find a branch location near you.



THE NSM SERVICE EXPERIENCE

National Seating & Mobility (NSM) guides each client through every service experience, working as efficiently as possible to help keep our clients moving.

TIMELY SERVICE

Our goal is to address each service request as quickly as possible by first utilizing our Remote Evaluation process to triage the request using a combination of audio and video diagnostics. Many times, this process allows our team of experts the ability to resolve issues without ever having to schedule an in-person evaluation.

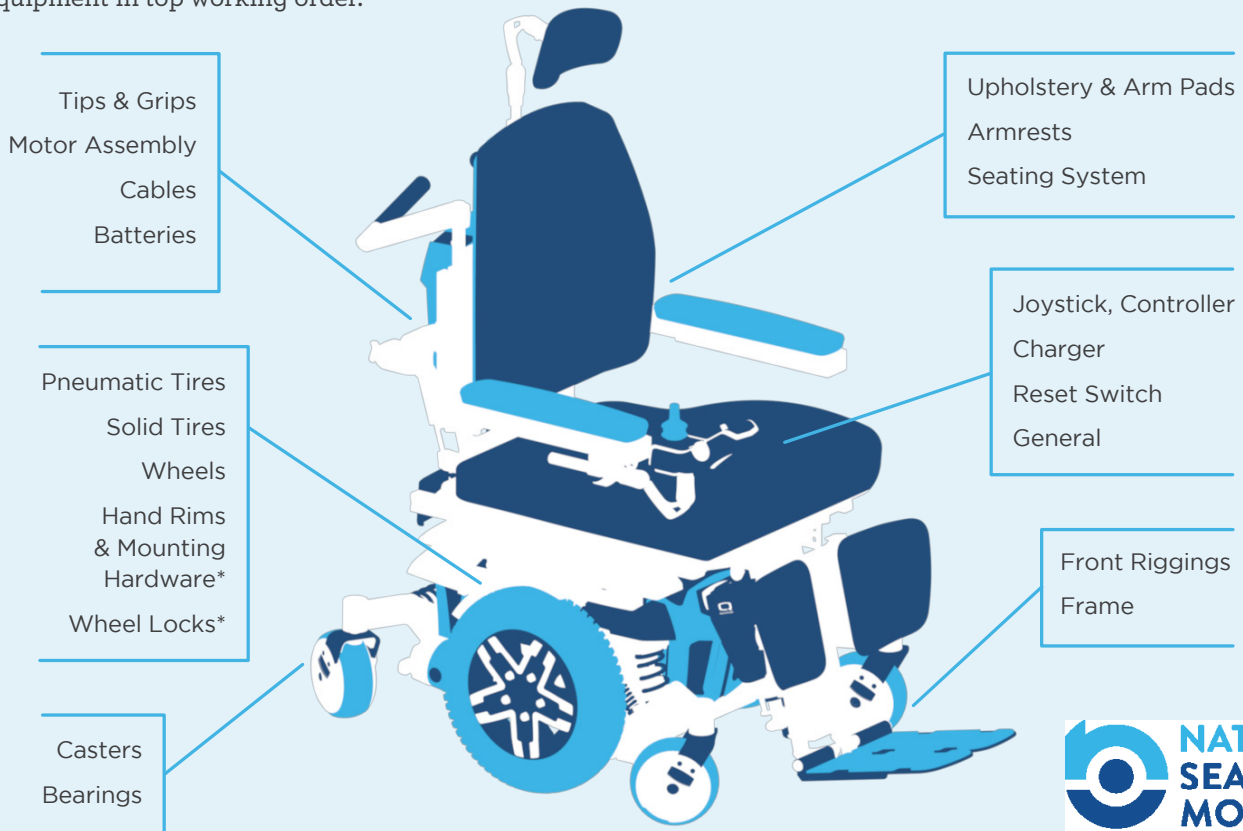
If we can't resolve the service request remotely, we will schedule an in-person appointment at our branch location to get a closer look. At the branch, our team has the tools and materials available on-hand to best evaluate and repair most service requests in just one appointment allowing our clients to get back to what matters most to them.

EXPERT CARE

Our experienced technicians stand ready to assist each client with the same personal attention they have come to expect from NSM. From repairs to preventative maintenance, we are always working to provide quality and safe care for our clients and their equipment. Once a service request is evaluated our team of experts will seek the necessary approvals and order the necessary parts. In the meantime, if a backup chair is needed, we'll do our best to provide the appropriate rental or loaner equipment.

MULTI-POINT EQUIPMENT INSPECTION

During every in-person and remote evaluation, we provide a multi-point inspection for each piece of equipment because each component plays a vital role in the comfort and safety of our clients. Preventative maintenance is the key to keeping all equipment in top working order.



**Applies to manual chair only*



SHARE YOUR EXPERIENCE

Your feedback is important to us. Please share your experience using these options.

• Find us on Google and write a review.

• Visit www.nsm-seating.com/contact-us.

• Complete the Press Ganey® satisfaction survey when it arrives via email.



Nothing is more important to us than your health and safety. To learn more about our Serving Safely Commitment, visit nsm-seating.com/safe