

Operational Policy

Policy title:	Warranty payment		
Policy number:	VR-PT 20-04		
Original date:	07/03/2020	Last update:	
Approved:	Howard Fulk, Policy and Training Manager		

Purpose

This Policy Transmittal (PT) clarifies Vocational Rehabilitation (VR) policy and procedures regarding warranties when purchasing items for program participants.

Description

This transmittal clarifies policy guidance on warranties.

Applicability

This transmittal clarifies previously issued policy guidance on warranties and extended warranties. Previous guidance is no longer applicable.

This policy applies to all Vocational Rehabilitation staff including employees, volunteers, trainees and interns.

Policy

VR will not purchase service contracts or “extended warranties”

Protection or replacement plans are potential services or promises of service in the future. Rehabilitation Services Administration (RSA) only permits Vocational Rehabilitation to pay for services that are actually being delivered. Because warranties are technically offered to provide a potential service at a future time, VR is not permitted to engage in these contracts.

Examples of Warranties not Permitted:

- “Extended warranties” or service contracts for vehicle modifications
- “Extended warranties” or service contracts for hearing aids

Examples of Warranties that are Excluded from this Policy:

- Items that are sold with an implied warranty as part of the manufacturing process
 - Tools that are sold with a lifetime warranty
 - Products that are sold with a money back guarantee

References

[RSA-PD-19-03](#)

Report purchase of service at the time the serviced is provided.

Forms referenced

Not applicable

Related policies

See References (above)

Contact

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Policy history

07/03/2020

Keywords

Warranty; extended warranty; service contract; vehicle modification; hearing aid; rehabilitation technology; assistive device

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