

Power Plus Mobility Return Policy

Effective Date: March 1st, 2019

Short Shipment and Freight Damage

For items that were not complete on a shipment package, damages based on initial inspection or error during delivery must be submitted in writing to Power Plus Mobility within ten (10) days after receiving the shipment. Buyer's are responsible to give notice in a timely manner to Power Plus. Failure to do so may constitute in an item that will not be accepted as a return.

Returned Goods

In order to process the returns in a timely manner, please follow the instructions below carefully. Failure to follow these instructions may result in a delay in processing your return, or have the credit denied.

- All products returned to Power Plus Mobility needs to have a Returns Authorization number provided by Power Plus Mobility in advance before shipping.
- The Returns Authorization Number (RA) must be clearly visible in the package. If there is no RA number in the package at a visible location, items will be returned back to sender.
- All products that have an approved RA number must be shipped at the customers expense with a carrier of the customers choice. All products returned must be prepaid or will not be accepted by Power Plus.
- Product must be in new and resale condition (not discontinued and not used) and must have proper packaging (original packaging favoured). Items which are not accepted as resaleable will not be accepted by Power Plus.
- If you are the end user of the product returned, the item may only be returned by an authorized dealer of Power Plus Mobility and will not be accepted from an end user. Please contact the dealer that provided you with the product so they can process it accordingly.
- All requests for a Return Authorization number must be completed online or via phone Toll Free 1-(855)-614-0333 and must include:
 - Returning reason
 - Quantity and the item number/s
 - Sales order number, PO number or Invoice number and date
 - The serial number of wheelchair/s or part/s where applicable
- Returned items are subject to Power Plus Mobility's standard restocking fee.
- There will be no returns accepted by Power Plus Mobility if the request to return the products or parts is made after 180 days of the original ship date of the product.

- Return Authorizations are only valid for 60 days after it is issued by Power Plus Mobility. No items with a RA number that is older than 60 days will be accepted.
- Custom Wheelchairs and seating systems (including modified Relax series seating products), are not eligible for return regardless of order date. All custom items do not qualify for a Returns Authorization number and will not be accepted as a return.
- Power Plus Mobility will refund any shipping and/or handling fee on an order paid by the customer on returns that are due to a Power Plus Mobility error, and if all items are being returned accordingly.
- All seating components must not be use and returned inside original sealed package/s.

Change Order and Cancellation Policy

Power Plus Mobility builds custom mobility products according to customer requirements based on specific customer measurements. Quote and order acknowledgements must be reviewed thoroughly before placing the order. There are no cancellations, returns, refunds or credit allowed on custom product (Custom wheelchairs and seating systems including custom Relax series seating products)

Restocking Fees

- Product or parts returns for warranty items (i.e. product defects) are subject to Power Plus Mobility's inspection and evaluation. Warranty items does not have a restocking fee.
- Product or parts returns for non-warranty items (i.e. dealer error, overstock) are subject to Power Plus inspection and evaluation. These items are subject to a restocking fee based on the following:
 - Return Authorizations issued on orders that were shipped within 90 days of original shipped date and have been returned within 60 days of receiving the Return Authorization number are subject to a 25% restocking fee
 - Return Authorizations issued on orders that were shipped within 180 of original shipped date and have been returned within 60 days of receiving the Return Authorization number are subject to a 50% restocking fee.
 - Restocking fees are calculated based on the items value when the invoice was made for the product.