



MAKING A DONATION...

Will you buy or trade my equipment?

We only accept equipment donations, but we'll gladly provide you with a receipt if you'd like to deduct the value of your donation from your taxes.

Will you tell me the value of my donation?

The U.S. Internal Revenue Service requires donors to value their items when filing their tax returns.

Will you pick up equipment?

We prefer that you bring items to one of our two stores during donation hours. However, we may be able to pick up a large donation for a nominal fee. Please call your nearest store for details.

BUYING EQUIPMENT...

How do I know what equipment you have?

We offer a large but constantly changing inventory of refurbished and new medical equipment, including wheelchairs, scooters, hospital beds and bathing aids. Call to see if we have what you need, or view our current inventory at www.ifmobility.org.

What happens with the money I pay for equipment?

Being a non-profit organization, 100% of the money we receive goes to supporting our mission and paying our operating expenses.

Do you fit equipment to the individual?

We'll work with you, your therapist and your family to identify your best options and match you with the right equipment.

Do you bill insurance?

In some circumstances, we can bill your care management provider for authorized purchases. Call us for details. Otherwise, we'll be glad provide a receipt that you can submit to your insurance provider for reimbursement.

Do you rent equipment?

We don't offer rentals. However, our average price is 70% lower than retail, so purchasing from us is usually less expensive than renting.



Do you make repairs?

We don't offer repair services, but we can provide you with a list of dealers in your area that may be able to assist you with repairs.

Do you sell parts?

We have a limited supply of parts available. We also offer some accessories such as headrests, lateral supports and trays. Call us with your needs.

What is your return policy?

We offer exchanges or in-store credit for unused returns.

How do you refurbish equipment so it's "like new?"

The Mobility Store partners with Badger State Industries, where highly trained and certified inmates refurbish our equipment to ensure that it meets our two-point quality assurance standard:

1. Each item is thoroughly cleaned and sanitized to exceed hospital accreditation standards.
2. All working parts and motors are checked, and replaced if needed, to make sure each item is fully functional and safe.

How can I pay for my purchase?

We accept cash, checks and credit cards. If you can't afford the full price upfront, we offer three flexible financing options:

- **Equipment Advance Fund** – Purchase equipment interest-free if you qualify.
- **WisLoan** – Purchase a variety of assistive technology, including modified vehicles and hearing aids.
- **Telework** – Is a loan for any employment related equipment or home modification needed to start your own business or to work from home.

We believe you should get what you need when you need it, not when you can afford it.

Do you deliver?

We can deliver some purchases for a nominal fee. Please call your nearest store for details.

Greater Milwaukee Area

3720 N. 124th St., Unit F • Wauwatosa, WI
414-988-5333 V/Relay • Fax: 414-988-5330



Madison Area

2554 Advance Rd. • Madison, WI
608-243-1785 V/Relay • Fax: 414-243-1787



Visit our website for the latest products and sale items: ifmobility.org

This program is partially funded through the Wistech Device Loan & Demonstration Program. EOE/M/W/Vets/Disability/LEP

