



## IndependenceFirst Mobility Store Return Policy

Thank you for your support! Donations to IndependenceFirst Mobility Store (MStore) may qualify as tax deductible, charitable contributions. Staff and volunteers are not qualified to advise you on financial and/or tax matters. Please consult a financial/tax advisor or consultant regarding your possible tax deductible, charitable contribution.

**Deliveries:** All MStore staff deliveries are door-to-door, placed inside customer's door. If there are stairs, the delivery is made to the base of the stairs.

**Returns: All returns must be unused, in original packaging and with the receipt issued at the time of purchase.**

For return of **refurbished non-power equipment** and **new in-stock equipment**, in-store credit is offered up to 7 business days from date of purchase/delivery on undamaged equipment; in-store credit is valid for 30 days. New in-stock equipment may also be replaced and/or repaired under manufacturer's warranty. For return of **refurbished power equipment**, MStore will provide an exchange, within 10 days of purchase, of a "like piece of equipment" in the event of electronic failures only. MStore will have discretion as to "like equipment" selection. An electronic failure is limited to the controls of the wheelchair and does not include the frame, wheels, or motors. If no "like equipment" is available, customer will receive in-store credit valid for 30 days. Customer agrees to install new batteries and complete troubleshooting session with MStore staff as needed prior to exchange or credit given. **Power lifts** have the same return policy as power equipment except the item must be returned to the MStore within 20 business days of purchase/delivery. For **new special orders**, MStore is not able to accept returns on special orders. Equipment may be replaced and/or repaired under manufacturer's warranty. For **Parts and on-line sales**, MStore is not able to accept returns on parts. We do not guarantee parts will work on buyer's specific wheelchair – check with manufacturer for compatibility. It is recommended that replacement of parts be performed by a trained professional. Returns are not accepted on basis that an item may not have been what was needed to complete a repair or that the issue was not repaired by a professional. **Bath Equipment** cannot be returned due to health/sanitization factors.

**Shipping:** All shipping/delivery costs on in-store purchases are the responsibility of the customer. Merchandise damaged in shipping can not be accepted for return, and packages being returned should be insured by you for your protection.

**Batteries:** MStore does not provide new batteries with power equipment, and all existing batteries on equipment when purchased are not subject to MStore returns.

Initial acceptance of terms \_\_\_\_\_.