



MAKING A DONATION...

Will you buy/trade my equipment?

You can donate your items and receive a receipt for your tax purposes.

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 are happy to accept your donation at our two store locations. Please call each store for donation hours. We may be able to schedule pick up of large donations; please call for availability of this service. We do charge a minimal pickup fee, which helps us pay for fuel and insurance.

BUYING EQUIPMENT...

How do I know what equipment you have?

We offer both refurbished and new equipment, and have so much more than wheelchairs, including: scooters, hospital beds, bath equipment, etc. Call us to see if we carry what you need. Our inventory is constantly changing and can be viewed on our catalog at www.ifmobility.org.

Where does the money you get for equipment go?

As a non-profit, 100% of the money received for equipment goes directly to support our mission and operating expenses.

Do you fit equipment to the individual?

With our 1:1 match we work with you, your therapist, and/or family to identify your best options for equipment.

Do you bill insurance or rent equipment?

We can provide a receipt for you to submit to insurance. Check with us to see if we bill your care management provider for purchases that they authorize. As our equipment is on average 70% off retail pricing, it is usually less expensive than rental.

Do you do repairs?

The Mobility Store offers a list of dealers in your area that may be able to assist you in your repair needs.



Do you sell parts?

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

What is your return policy?

Exchanges or in store credit may be offered. Our return policy is available on our website, or you can contact us for a copy.

How do you refurbish equipment to “like new”?

The Mobility Store partners with Badger State Industries, where highly-trained and certified inmates refurbish our equipment and ensure our two-point “like new” quality assurance.

1. All equipment is cleaned and sanitized above hospital accreditation standards so it is in “like new” condition.
2. All working parts and motors are checked and replaced, if needed, making the item safe & “like new.”

We encourage you to work with your doctors, therapists, etc. to establish and verify your needs, and then come into the store and we will match you with the right equipment.

How can I pay for it?

The Mobility Store accepts cash, checks and credit cards. If you cannot afford to make the full purchase price in one payment, the Mobility Store offers an Equipment Advance Fund which, if approved, allows you to make payments without interest. The Mobility Store also works with other funding sources.

Do you deliver?

If you live near one of our office locations, we may be able to coordinate delivery or arrange for delivery from a carrier as available. Charges for delivery will be added to your purchase.

Greater Milwaukee Area

3720 N. 124th St., Unit F
Wauwatosa, WI 53222

414-988-5333 Office
414-988-5330 Fax

Greater Madison Area

2554 Advance Rd.
Madison, WI 53718

608-243-1785 Office
608-243-1787 Fax

www.ifmobility.org



EOE/M/W/Vets/
Disability/LEP



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