

Product Return Policy

When you choose to buy from www.wheelchairdiscountstore.com, our main aim is your satisfaction, a smile and relaxation on your face. For that we will work hard to get you the right product for your needs. If for any reason the product does not meet your expectations or you are not satisfied, you may want to return that product. Our Return Policy & Procedure is as follows.

You must return any product within 15 days of receipt.

Prior Authorization---

You must request and secure a Return Authorization number and return address for any return. Call customer service at (310) 649-2641 or email us at A1MedicalSupply@att.net. To get a RA number you must provide following information:

- a) Reason for returning product.
- b) Product (Model) number & quantity to be returned
- c) Serial number if applicable
- d) Your purchase and invoice numbers.

Eligibility-

All Merchandise (excluding non – returnable items as set forth below) must meet the following criteria in order to be accepted for return and/or issuance of a credit

- a) Request for return due to customer error will be accepted only up to 15 days after original shipment date. A minimum of 15% restocking fee will apply.
- b) Merchandise must be packed in the original box, unused, in the same quantity as sold. This is to avoid freight damage. Credit will not be given for items damage due to improper packing or freight damage.
- c) Request for dated item return will only be accepted up to 15 days after original shipment date.
- d) www.wheelchairdiscountstore.com reserves the right to determine, at its sole discretion, whether an item will be accepted as warranty return for a quality issue or as damaged goods.

Non-Returnable Items—

- a) Batteries
- b) All custom ordered items
- c) Ultra light wheelchair, sport wheelchair, Hand cycle

- d) Beds and mattresses
- e) Bath safety items, daily living items (i.e. raised toilet, transfer benches, shower or bath chair, bed side items, commodes, etc) due to hygiene issue.
- f) “Special promotion” items and “Sale” items
- g) Goods under \$50.00

Additional Requirement to Facilitate Return-

- a) All return merchandise must be marked with Authorization Number.
- b) All merchandise must be sent to Authorized Address only
- c) Freight for return merchandise must be shipped “Pre-Paid”.

- d) Returns that do not meet eligibility requirements will be returned to customer with a \$35.00 services charge plus all freight charges incurred to return the product.
- e) If an order is cancelled once the items are shipped, you must take delivery, request a Return Authorization number, and ship it back.
- f) If delivered items are refused, the return shipping cost will be deducted from Credit issued.

Once returned items are received and ascertained in proper condition, we will issue credit for your refund in two days. If you paid by check or money order we will issue a check no earlier than two weeks.