



THE PROVEN LEADER IN PET MOBILITY

105 Route 101A, Suite 18 • Amherst, NH 03031 • (888) 253-0777 • messages@walkinpets.com

PLEASE READ THIS BEFORE OPENING PACKAGE

Walkin' Wheels Return Policy

It is our intention that every Walkin' Wheels user be happy with their wheelchair. If you experience problems, please call us. We can help, often with a simple adjustment. If we cannot solve your problem, please request a Return Authorization Number (RA#) from our wheelchair department: **(888) 811-7387**. Please note that wheelchairs returned without an RA# will not receive credit.

Walkin' Wheels wheelchairs must be returned to HandicappedPets.com within 30 days.

If you have used the wheelchair, or if it is beyond the 30-day return period, it can be easily re-sold on our free classifieds, Ebay, or other marketplace. If you choose to donate the wheelchair to a local shelter, it will help animals for many years to come.

RETURNED UNOPENED WITHIN 30 DAYS:

If you return the wheelchair to us unopened, with an RA# on the OUTSIDE OF THE BOX, we will refund 95% of the cost of the entire wheelchair, less shipping charges.

RETURNED OPENED WITHIN 30 DAYS:

If you experience problems, call us within 30 days. If we cannot correct the problem, we can issue you an RA# and refund you up to 80% of the wheelchair's cost (less shipping). If refurbishing is needed due to scratches or wear, this will reduce your refund.

For reasons of hygiene, once the following items are opened, they will be considered "used," and this will reduce your refund: front harness, leg rings, stirrups, and belly belt.

REFUSED DELIVERY:

Please do not refuse delivery, as we get charged for this. If you refuse delivery, you are entitled to a 90% refund, plus shipping charges.

WARRANTY

The Walkin' Wheels wheelchair **frame** is under warranty for five years against defects in workmanship. If the frame breaks under normal usage, please let us know, and we will repair or replace the wheelchair (at our option). You are responsible for all shipping charges.

Please see other side for Walkin' Wheels Return Form.



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Mini Walkin' Wheels® Return Form

Your Return Authorization Number (RA#): _____ (contact us to get number)
(RA# expires TWO weeks after issuance.)

To help us process your return and insure that problems are solved quickly and effectively, this form needs to be filled out and sent back with the returned wheelchair.

Please allow 2-3 weeks for your credit to be processed and appear on your credit card. If this form is not complete your refund cannot be processed. If RA# is expired, an additional restocking fee will apply. The RA# should also be written on the outside of the shipping box.

Name on the Sales Receipt (your name): _____

Invoice/Sales Receipt Number: _____ Your Phone Number: _____

Date Ordered: _____ Date Returned: _____

Why are you returning the wheelchair?

Please explain in as much detail as needed. This will help us improve our product:

Did you call or email a HandicappedPets.com wheelchair specialist to discuss the fitting of the wheelchair? Yes No Many common problems can be solved that way!

Condition of wheelchair:

Never Opened Never Used Tried On Light use, some wear

CHECK LIST: Check items that are being returned

- | | |
|---|---|
| <input type="checkbox"/> Wheelchair frame
(which includes all of the following items, attached): | <input type="checkbox"/> 1 Front Harness |
| <input type="checkbox"/> 2 Wheels or tires connected to struts | <input type="checkbox"/> 1 Extra Fastener Set |
| <input type="checkbox"/> 2 Side Length Extenders | <input type="checkbox"/> 1 Instruction Manual |
| <input type="checkbox"/> 1 Back Width connector | <input type="checkbox"/> 1 Leg Rings |
| | <input type="checkbox"/> 2 Stirrups |

PLEASE NOTE:

Please pack wheelchair properly to ensure there is no damage done during shipping.

Be sure to ship the package so that it can be tracked. Walkin' Pets by HandicappedPets.com is not responsible for items lost or damaged in shipping. Please allow two to three weeks for your refund to be processed and show up on your payment statement. Please see the return policy for an explanation of restocking and/or refurbishing charges that may be applied.

Customer pays the shipping cost.

THANK YOU