

# Walkin' Wheels Return Form Your Return Auth# \_\_\_\_\_

Return Auth # Expires Within TWO Weeks Of Issuing.

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 Product. **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 RMA# is expired, a significant additional restocking fee will apply.**

Name on the Sales Receipt (Your Name): \_\_\_\_\_

Invoice/Sales Receipt Number: \_\_\_\_\_ Your Phone Number: \_\_\_\_\_

Date Ordered: \_\_\_\_\_ Date Returned: \_\_\_\_\_

## Why are you returning the cart or product?

Please explain in as much detail as needed (use separate sheet if necessary). It will help improve the product:

( ) Yes (Required) Did you call or email a HandicappedPetsCanada.com to discuss the problem with the product? Many common problems can be solved with a phone call.

## Walkin Wheels Check List

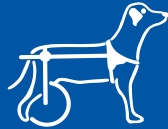
<input checked="" type="checkbox"/> Wheelchair frame	<input type="checkbox"/> 1 - Tool kit with 4 or 6 caps, 1 Allen Key
<input type="checkbox"/> 2 - Wheels or tires connected to strut	<input type="checkbox"/> 1 - Tote Bag
<input type="checkbox"/> 2 or 4 - Side Length Extenders	<input type="checkbox"/> 1 - Instruction manual
<input type="checkbox"/> 1 or 2 - Back Width Extender	<input type="checkbox"/> 1 - Belly belt with 2 ropes & 1 clip
<input type="checkbox"/> 2 - Stirrups	<input type="checkbox"/> 2 - Convenience handles

**For reasons of hygiene, do not return soiled or damaged, leg rings, (optional) Fabric harness. Please note tote bag and convenience handles are not included with the Walkin' Wheels Mini.**

Thank you. Be sure to ship the package within 1 week of receiving your RMA# and also so that it can be tracked. HandicappedPetsCanada.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.

Please Return with RMA# to:

**Handicapped Pets Canada** 33323 Wren Cres, Abbotsford, BC, V2S 5V9, Canada



**Handicapped Pets Canada .com**

*Your Source for Aged and Special needs Pet Products*

## **Please Read Before Opening Package Note:**

### **Walkin Wheels Warranty 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 from us.

Please note that carts returned without a return authorization will not receive credit. Returned carts must be shipped by you within a week.

#### **RETURNED UNOPENED WITH IN 14 DAYS:**

If you return the cart to us unopened with seal in tacked, with a Return Authorization **ON THE OUTSIDE OF THE BOX** we will refund 95% of the cost of the entire cart, less shipping charges.

**REFUSED DELIVERY:** Please do not refuse delivery as we do get charged for this. If you refuse delivery, you are entitled to a 90% refund, plus shipping charges will also be removed from your refund.

**RETURNED WITHIN 14 DAYS:** If you experience problems, call us within 14 days. If we can't correct the problem, we will issue you a return authorization and refund you up to 80% of the cart's cost (less shipping). If refurbishing is needed due to scratches or wear, this will reduce your refund.

**WITHIN 1 YEAR.** The cart is warranted for one year against defects in workmanship (with the exception of normal wear and tear of the harness and wheels). If something breaks, please let us know and we will co-ordinate with the manufacturer the repair or replace the cart (at HandicappedPets.com's option). You are responsible for all shipping charges.

If you have used the cart, or it is beyond the warranty period, it can be easily re - sold on Ebay, craigslist or other marketplace. If you choose to donate the cart to a local shelter, it will help animals for years to come.

For reason of hygiene, the tube harness and front harness cannot be returned.

Please see other side for Return Checklist form

\*Terms and conditions are subject to change without notice.

19/01/2014