

1. Returns

We accept returns. You can return unopened items in the original packaging within 30 days of your purchase with receipt or proof of purchase. If 30 days or more have passed since your purchase, we cannot offer you a refund or an exchange.

Upon receipt of the returned item, we will fully examine it and notify you via email, within a reasonable period of time, whether you are entitled to a return. If you are entitled to a return, we will refund your purchase price and a credit will automatically be applied to your original method of payment.

Only regular priced items may be refunded. Sale items are non-refundable.

To follow-up on the status of your return, please contact us at **248-538-8429**.

2. Exchanges

We only exchange goods if they are defective or damaged. In circumstances where you consider that a product is defective, you should promptly contact us at **248-538-8429** with details of the product and the defect. You can send the item you consider defective to:

**29226 Orchard Lake Road, Suite 120
Farmington Hills, MI 48334**

Upon receipt of the returned product, we will fully examine it and notify you via e-mail, within a reasonable period of time, whether you are entitled to a replacement as a result of the defect. If you are eligible, we will send you a replacement product.

3. Exceptions

Some items are non-refundable and non-exchangeable. These include:

- Custom ordered products
- Lift chairs with custom fabrics, heat and massage
- Open box items
- Bath Safety Equipment
- Mattresses
- Custom light weight wheelchairs

Some items require a 15% restocking fee. These include:

- Power wheelchairs
- Beds
- Lift chairs
- Cushions and backs
- Parts

4. Shipping

To return the item you purchased, please mail it to:

**29226 Orchard Lake Road, Suite 120
Farmington Hills, MI 48334**

Refunds do not include any shipping and handling charges shown on the packaging slip or invoice. Shipping charges for all returns must be prepaid and insured by you. You are responsible for any loss or damage to hardware during shipment. We do not guarantee that we will receive your returned item. Shipping and handling charges are not refundable. Any amounts refunded will not include the cost of shipping.