

Walkin' Wheels Rental Return Form

Your Return Auth(RMA)# _____

An RMA# is required so that your item can be identified by us when it is returned.
Return Rentals must be shipped within ONE week of RMA# being issued.

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: _____

Thank you for your rental. If you are having troubles with your cart, please let us know- many common problems can be solved with a phone call! If you have any additional feedback, please feel free to let us know here:

() Yes (Required) Did you call or email HandicappedPetsCanada.com to receive your RMA#?

Signature _____

If you do not call and request an RMA #, you will be charged an additional 10% restocking fee.

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, soiled or damaged, leg rings, and fabric harnesses do not need to be returned. If these items are returned, they will be donated to help local rescues. 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:

Rental Cart/Wheelchair Policies and Procedures

Thank you for renting the Walkin' Wheels wheelchair. We hope that the wheelchair helped to improve quality of life for you and your pet.

Here's a quick re-cap on our rental policy:

1. The cart rental deposit is equivalent to the retail price for that size cart. It will be a fully serviceable wheelchair with gentle use from our rental fleet. The full guarantee applies.
2. When the Cart is returned within the 6 weeks minimum rental period we then refund **50%** of the deposit, minus any and all shipping fee's and due to hygiene reasons the cost for rear Leg rings which are non-returnable. If additional refurbishing is needed, there may be a small additional charge.
3. When returned between 6-12 weeks a weekly charge will be deducted from your refund. (Walkin Wheels Mini \$25.00, Larger carts \$45.00 a week).
4. If the wheel chair is being shipped back, the rental period ends on the date it is shipped. We are not responsible if the cart is lost or damaged in transit. If you are personally returning the wheelchair to our office, the rental period ends on the day we receive it from you.
5. All rental carts come in Blue only with ridged foam wheels only and all carts returned under the rental wheelchair policy will be refunded at the foam wheel price.
6. When returning your rental cart please fill out the backside of this Returns Authorization Form with an RMA # from us which you will receive when you call our office when you are ready to return.
7. Any and all shipping fees and charges are the responsibility of the renter.
8. We expect general use wear on the wheelchairs while being rented but any excessive wear or damage will add an additional fee.
9. The minimum 6-week rental fee applies to any cart rented even when returned early.
10. If the cart is working well and your pet continues to need it, you are welcome to keep the wheelchair, with no additional fees or charges. Enjoy!

Please see other side for Return Checklist form

*Terms and conditions are subject to change without notice.

10/16/2015