



Handicapped Pets Canada .com

Your Source for Aged and Special needs Pet Products

Walkin' Wheels Return - Your Return Auth#(RMA)_____

An RMA# is required so that your item can be identified by us when it is returned. RMA # Expires Within ONE Week Of Issuing, so items must have a ship date within 1 week of RMA issue date.

To help us process your return and ensure 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 appear on your credit card records. 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.

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, 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 Small Size Wheelchair.

HandicappedPetsCanada.com is not responsible for items lost or damaged in shipping. 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 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 repair with the manufacturer or replace the parts. 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.

16/12/2015