



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

Your RMA# is to be requested within 14 days of delivery and is required so that your item can be identified 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: _____ 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.^[SEP]

Signature _____

By Signing you are agreeing to and authorizing HPC to process your return as per Handicapped pets Canada's return policies and procedures.

Walkin' Wheels Check List

<input 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 – Belly belt with 2 ropes & 1 clip
<input type="checkbox"/> 2 or 4 - Side Length Extenders	<input type="checkbox"/> 2 – Convenience handles
<input type="checkbox"/> 1 or 2 - Back Width connectors	<input type="checkbox"/> 1 – Leg Rings
<input type="checkbox"/> 2 – Stirrups	
<input type="checkbox"/> 1 – Front Harness	

For reasons of hygiene, once the seal is broken, the wheelchair will be considered "used"

Please note tote bag and convenience handles are not included with the Walkin' Wheels Mini or 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, 27306, Fraser Hwy, Aldergrove, BC V4W 3P8



Handicapped Pets Canada .com

Your Source for Aged and Special needs Pet Products

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 WITHIN 14 DAYS:

If you return the cart to us unopened with seal intact, with a Return Authorization we will refund 95% of the cost of the entire cart, less shipping charges.

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 cleaning or refurbishing is needed, this will reduce your refund. The 20% restocking fee covers soft parts such as harnesses, stirrups etc. which are replaced at the time of return for sanitary reasons.

To Qualify for an 80% refund: There is **NO** hair, fur, dirt, soil, smell, scratches or damage on the product. Items requiring cleaning and refurbishing but which can be restored to "new" may receive a refund that is reduced and images of the product will be kept as a record.

No Refund: If the product is damaged, cannot be cleaned to like-new condition or is otherwise not sellable, it will not qualify for a refund. We can donate these items to a shelter in your pet's name, or you will be given the option to pay to have the item returned to you. Images of the product will be kept as a record.

WITHIN 1 YEAR. The carts hard components are warranted for defects in workmanship Within 3 Months All the soft components are warranted for manufacturers defects, not wear and tear.
If there is a manufacturers defect please let us know and we will co-ordinate repair with the manufacturer or replace the parts. You are responsible for all shipping charges.
Spare parts are available just give us a call

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 resold. Should you decide to return them, they will be donated to a local rescue.

Please see other page for Return Checklist form

*Terms and conditions are subject to change without notice.

01/03/2020