



## MOTION COMPOSITES RETURN AND RESTOCK FEE POLICY

At Motion Composites, we are committed to manufacturing custom manual wheelchairs that fit each users' personal needs.

Should you receive a product or part that does not meet your or your user's needs, please refer to our return policy, outlined below.

### REQUESTING A RETURN

- All Product and Parts returns must be requested and approved by Motion Composites within 30 days of receiving the product.
- Apply for a return authorization by fax (1-888-966-6555) or email (info@motioncomposites.com).
- Motion Composites will issue a Return Authorization (RA) number, if applicable.
- Returns must be in new condition, properly packaged with care (original packaging preferred), with the RA# clearly marked.
- NXT products must be unopened and in original packaging.
- A 20% restocking fee will be applied to all authorized returns.
- Authorized returns must be shipped to Motion Composites within 2 weeks of receiving the RA#.

### IMPORTANT NOTES

- We cannot accept returns for the following:
  - Custom-made parts or special orders
  - Seat cushions or back upholstery
  - Sub-assemblies: Cross-brace, base frame, wheel assembly (front & rear), footrest assembly, etc
- The customer is responsible for return shipping fees and assumes the risk for any shipping damage and/or transit issues.
- Motion Composites reserves the right to prorate the amount credited for each return based on quality inspection for conditions such as wear and tear and missing components.

### CANCELLATION GUIDELINES

- Due to our configurable and customizable product offerings, we can only accept cancellations within 2 hours of receiving your PO.
- A service Fee of 20% will be applied.

### REQUESTING AN ORDER CHANGE

- Due to our configurable and customizable product offerings, we can only accept order changes within 2 hours of receiving your PO.
- A service Fee of 20% will be applied.