



HandicappedPets.com

Products, Services, and Support to help care for your Special Needs Pets.

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Walkin' Wheels Return Form

Your Return Auth#

Must be shipped within one week of receiving the Return Auth #.

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 cart. **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.**

Name on the Sales Receipt (Your Name): _____

Invoice/Sales Receipt Number: _____ Your Phone Number: _____

Date Ordered: _____ Date Returned: _____

Why are you returning the cart?

Please explain in as much detail as needed (use separate sheet if necessary). It will help us improve the product:

() Yes (Required) Did you call or email a HandicappedPets.com cart specialist to discuss the fitting of the cart? Many common problems can be solved with a phone call.

Condition of Cart:

() Never Opened, Never Used () Tried On () Light use, some wear
() Used

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 the following items: front harness, sleeves, leg rings, (optional) neoprene harness. You will not receive credit for these items.

Thank you. Be sure to ship the package so that it can be tracked. HandicappedPets.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 Read Before Opening Package Note:

(This Update Replaces the form that is included in the package)

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 our cart department. Please note that carts returned without a return authorization will not receive credit. Returned carts must be shipped by you within a week.

If you have used the cart, or it is beyond the warrantee period, it can be easily re-sold on our free classifieds, Ebay, 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.

RETURNED UNOPENED: If you return the cart to us, unopened, with a Return Authorization **ON THE OUTSIDE OF THE BOX** we will refund 95% of the cost of the entire cart, less shipping charges.

REFUSED DELIVERY: Please do not refuse delivery as UPS charges us for this. If you refuse delivery, you will recieved a 90% refund, plus shipping & delivery charges.

RETURNED WITHIN 14 DAYS: If you experience problems, call us within 14 days. If we can't correct the problem, we can extend the warranty or issue you a return authorization and refund you up to 80% of the cart's cost (less harnesses & 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 repair or replace the cart (at our option). You are responsible for all shipping charges.

Please see other side for Return Checklist form

*Terms and conditions are subject to change without notice.
2/26/10