



Enhance Mobility Return Policy

- Enhance Mobility charges a 20% restocking fee for ALL returned items. The return fee is charged back to the dealer on wholesale cost. Returned products must be in good condition.
- Custom orders and accessories are considered NON-REFUNDABLE.
- Dealers have 7 business days from the date of purchase to request a Return Manufacturer's Authorization Number, also known as a RMA #.
 - To obtain a RMA #, the Dealer must contact Enhance Mobility at (800) 296-4151.
- Enhance Mobility will not accept returned items without a RMA #.
- Credits will be issued upon inspection of the returned product(s).
- Dealers may offer a return policy in addition to the Enhance Mobility Return Policy, however Enhance Mobility is only liable for the obligations, as stated in this Return Policy.
- Replacement parts not covered under warranty are eligible for return, subject to a 20% restocking fee. Replacement parts not covered under warranty must be returned within 7 business days from the date of purchase.

After obtaining a RMA #, Enhance Mobility will schedule a courier to pick up the item(s) being returned. It is the dealer/customer(s) responsibility to ensure the returning item(s) is packaged in the original packaging material to avoid damage during transit. Improper packaging may cause shipping damage to the returning item(s). This will impact the amount of credit to be refunded. All damaged parts or units must be replaced and/or repaired at the sender's expense.

Enhance Mobility is not responsible for damages that occur during transit of the item(s) being returned.

Enhance Mobility reserves the right to update this policy upon their discretion. Enhance Mobility will notify you of changes to their Return Policy within 7 business days.

For questions on Enhance Mobility's Return Policy, please contact us at (800) 296-4151.

Enhance Mobility
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