



# Pride® and Quantum® Warranty and Return Policy

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**PRIDE**®  
MOBILITY  
LIVE YOUR BEST®

**Q**  
**QUANTUM**®  
#1 FOR REHAB POWER

## Limited Warranty Policy Statement

Pride Mobility Products Corp. warrants that each product **1)** is free from defects in materials and workmanship and **2)** conforms to Pride's official published specifications. The warranty period for each product is a specified, fixed period commencing on your date of sale to the consumer according to the capital product warranty. A valid proof of purchase may be required.

Warranty service is the responsibility of authorized Pride providers. Warranty parts replacement is the responsibility of Pride Mobility Products Corp. Written authorization is required prior to parts returns or replacements.

Pride reserves the right to send parts for repair of product or replace the product.

The warranty does not cover the repair or exchange of product resulting from misuse, accident, modification, unsuitable physical or operating environment, improper maintenance by you, or failure caused by a product for which Pride Mobility Products Corp. is not responsible. Removal or alteration of product or parts identification labels will void the warranty.

### CAPITAL PRODUCT WARRANTY

Our product warranty starts on the date of sale to the consumer, if sold within 12 months after the ship date from the manufacturer. If product is not sold within a 12-month time frame, the warranty start date will be one year after the ship date from the manufacturer. Product warranty is extended to the original purchaser only.

### PARTS WARRANTY

Purchased parts carry a 90-day warranty. For stocked parts, warranty will begin no later than 90 days from invoice date. Pride will honor the warranty policy as specified for each product in the product's owner's manual. This policy is also outlined on the official Pride website at [www.pridemobility.com](http://www.pridemobility.com).

## Returns and Replacement Policy

The following information is being provided to give guidance on returns for warranty, non-warranty and capital product returns and /or replacements. Included is additional information to address exceptions that may require shipment refusal or returns and helpful tips for receiving products.

## Capital Products Return Policy

Return of capital products requires prior authorization from a representative of Pride Technical Service at **1-877-800-1248**.

Capital products (complete units) being returned for warranty claims require an RA (return authorization). You will receive this information and instructions from the Pride Technical Service Department. Appropriate documentation will be generated and sent to you either by mail, fax or e-mail. Follow the instructions on the documentation. The product should be boxed and secured for shipping. In all instances, you must ship the product in Pride Mobility Products Corp. approved packaging. If you require a box, the Technical Service Department can order one for you.

- Prior to authorization, the Technical Service and Sales Departments may offer recommendations to providers regarding alternatives to product returns (i.e. part replacement, return and field service repair).

- Upon authorization:

- The Pride Traffic department will generate a Bill of Lading.
- Bills of Lading and/or call tags will be generated on a pre-paid basis by Pride's Traffic department.
- Freight charges, if applicable, will be deducted from the amount of credit due.
- Support documentation must accompany the return.

- If a driver is already making a delivery to your location, to avoid extra charges simply hand your return(s) to the driver instead of scheduling a new pickup.

- Depending on the reason for the return and the condition of the product, a minimum of 25% restocking fee may be applied, as well as return freight charges. A return authorization must be requested and created within 60 days of the original invoice date.

- Product warranty time frame will not be extended or "reset" when a product is replaced (Example: If a product with a one-year warranty is replaced eight months after original purchase, there will only be four months left on the warranty of the replacement).

**PLEASE NOTE:** Pride Mobility will pre-select the carrier for product return. Call the contact number on the documentation to arrange pickup. Failure to use the pre-selected carrier may result in shipping charges to the provider.

## Parts Order Return Policy

Depending on the reason for the return and the condition of the product, a minimum of 25% restocking fee may be applied, as well as return freight charges. A return authorization must be requested and created within 60 days of the original invoice date.

## Rental Product Warranty

Our rental product warranty starts on the date of initial rental, if rented within two months of ship date from the manufacturer. If the product is not rented within a two-month time frame, the warranty start date will be two months after the ship date from the manufacturer. No warranty claim will be honored after 15 months from the ship date from the manufacturer.

## Warranty Parts Return Policy

Return of parts under warranty requires prior authorization from a representative of the Pride Technical Service Department 1-877-800-1248.

Warranty parts being returned require an RA (return authorization). You will receive this information and instructions from the Pride Technical Service Department. A prepaid call tag will be either mailed or enclosed with the replacement part(s). Place the defective part(s) in the box and place the call tag on the outside of the box. Be sure to record the tracking number for your records. Instructions are listed on the call tag with the phone number. You will receive credit on your account after the return is received and processed.

All Purchased part(s) sales are final after 60 days and cannot be returned. Quantities of purchased parts need prior management approval before an authorization may be given. Failure to return parts without proper paperwork will incur additional restock fees and may cause delay in processing or may result in no credit for return.

Purchased parts that are no longer in new condition cannot be returned for any reason other than a warranty claim. Pride has the right to deny credits on parts returned dependent on condition. Hardware is not returnable.

**PLEASE NOTE:** To ensure proper credit to your account, Pride providers must return the defective part with all supporting documentation, which includes noting the RA number on the outside of the box and including the RA or call tag paperwork in the box with the returned part.

## Warranty Exclusions

The following are not included in Pride's warranty:

- Batteries are covered by a separate manufacturer's warranty and are not part of Pride's warranty (see owner's manual for details).
- Items that require replacement due to normal wear and tear (e.g. brake pads, motor brushes, upholstery and seating)
- Circumstances beyond the control of Pride, including but not limited to, natural disasters
- Labor, service calls, shipping, and other charges incurred for repair of the product, unless authorized in writing, by Pride Mobility
- Repairs and/or modifications made to any part without written authorization from Pride Mobility
- Component damage caused by:
  - Contamination
  - Abuse, misuse, accident, or negligence
  - Battery fluid spillage or leakage
  - Commercial use
  - Improper operation, maintenance, or storage
- Setup, adjustments and maintenance of products
- Improper fitting, customer preference with make and/or model, including but not limited to, comfort issue, style, and/or color.

## Cycle for Receiving Full Credit on Authorized Returned Parts or Capital Products

To receive full credit for authorized and returned parts or capital products, parts/products must be returned for receipt **within six months** of issue date.

Return authorization and copy of the original sales order or invoice must accompany the part or product returned. Parts or products received **after six months** of issue date will only receive 50% credit. Parts or products received **after nine months** of return authorization issue date will not be credited.

Return authorizations will expire after one year from date of issue.

Do not return parts and/or product to Pride without prior return approval. Failure to do so may result in a refusal or delay of credit to your account. The return authorization number must be clearly marked on packaging to ensure timely receipt and credit for your account. Return of parts / products without prior authorization may result in return to your account, and your account may be billed for shipping for the return to your account.

In some instances, a return may not be necessary, and the representative may ask you to dispose of the defective part(s) after you receive the replacement.

When warranty service involves the exchange of a product or part, the item Pride Mobility Products Corp. replaces becomes its property and the replacement becomes yours. You represent that all removed items are genuine and unaltered. In some cases, the replacement product may not be new and may have been previously installed. Regardless of the product's production status, Pride's appropriate warranty terms apply.

## Special Orders (S.O.F.), Custom Items or Orders Processed by a Third-Party Vendor

Generally, special orders and custom items are non-returnable, however, requests processed through the Quantum Rehab Custom department (**877-465-2999**) will be evaluated on a case-by-case basis. Orders that are cancelled, after the order is processed, will be subject to the restocking terms of the vendor. Please inquire about the specific vendor policy at the time the order is placed.

*These warranties are your exclusive warranties and replace all other warranties or conditions, express or implied, including, but not limited to, the implied warranties or conditions of merchantability and fitness for a particular purpose. These warranties give you specific legal rights and you may also have other rights, which vary from jurisdiction to jurisdiction. Some jurisdictions do not allow the exclusion or limitation of express or implied warranties, so the above exclusion or limitation may not apply to you. In that event, such warranties are limited in duration to the warranty period. No warranties apply after that period.*

Any technical or other support provided for product under warranty, such as assistance via telephone with "how-to" questions and those regarding product setup and installation, will be provided without warranties of any kind written or implied.

## Carton Packaging has Excessive Damage with Exposed Product

- Refuse shipment
- Sign carrier paperwork: "Carton damaged and refused"

## Shortages

- Notify Pride Technical Service of carton shortages against delivery receipt
- Sign carrier paperwork: "SHORT" and indicate the # of cartons short.

## Cancellations or Change of Delivery Address

- Notify Pride Technical Service of order cancellations after unit has shipped
- Notify Pride Technical Service to receive proper documentation
- If a return is authorized, the dealer/provider is responsible for freight charges if order was cancelled after shipped. Change of destination or re-consignment.

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- Notify Pride Technical Service with correct delivery address
- Dealer/provider may be responsible for all additional freight charges if address is incorrect through no fault of Pride Mobility. Except as stated above, providers who refuse delivery of ordered products without prior approval are responsible for all freight charges and a 25% restocking fee.

## Product Receiving Guidelines

The following guidelines were prepared to assist Pride providers at the time of receipt of product. Following these guidelines will help ensure problem-free product delivery and may save additional time and expense.

## Product Receiving Procedure for Dealers/ Providers (also includes drop shipments to consumers):

- 1) Visual inspection of carton or cartons upon arrival
  - 2) Verification of quantities on carrier paperwork vs. actual items received
  - 3) Proper signature and date required on carrier paperwork and/or delivery receipt
  - 4) Special notations of any discrepancies on carrier paperwork.  
How to handle exceptions or discrepancies at the time of product delivery (Carton packaging appears to have some damage such as rips, holes, large dents, open carton, or items missing):
- Carton damage requires visual inspection of contents of unit.
  - Pride Mobility recommends IMMEDIATE inspection, with driver present, to verify damage. If contents are damaged, indicate damage on carrier's paperwork and notify Pride Technical Service.
  - If contents cannot be inspected immediately, notation on carrier's paperwork must state: "Carton damage, subject to inspection" and list type of damage.
  - Contents must be inspected within 48 hours of arrival and actual damage reported to carrier.

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### For more information...

Tech Service  
**877.800.1248**

Account Executive  
**800.800.8586**

Get everything you need for Pride® and Quantum® in one stop at **PQ-365.COM** or download the **PQ-365 mobile app** available for Apple and Android devices.



pridemobility.com



quantumrehab.com