



**GoLite**®  
 Portable Mini Lift

The text 'GoLite' is in a large, bold, orange sans-serif font. To its right is a registered trademark symbol (®). Below 'GoLite' is a stylized icon of a scissor lift, consisting of black lines forming the scissor mechanism and two orange vertical bars representing the legs. To the right of the icon, the words 'Portable Mini Lift' are written in a black, sans-serif font.

[www.pureups.com](http://www.pureups.com)

866-259-5068

contactus@pureups.com

# Returns & cancellation Policies:

## Return Policy:

### 30-Day Hassle-Free Return Policy

Our primary goal is to always provide industry-leading support and customer satisfaction. We understand the product(s) that customer orders may not fit their mobility requirements or meet their overall needs. Therefore, customers can return most products for a refund, minus a 20% restocking fee. Please note that parts cannot be returned.

Customers will also be responsible for paying the shipping cost to get the product back to us. We are happy to coordinate the whole process including a pickup at the customer's residence provided the customers prepays for the shipping or agree that we can deduct it from the refund.

The first step in returning a product is to call or email our Customer Care team at 866-259-5068 and request a Return Authorization (RA) number. This way we will be able to track your return and provide a refund.

## Return Terms and Conditions

All items that are returned must be new and free of any damage. A full inspection will be conducted when we receive the product. We will be looking for any damage like cracks, scratches, broken parts, etc. If there is damage, we will reserve the right to charge additional charges over and above the restocking fee.

- The item (s) must be returned in the original packaging with all of the contents that were shipped intact. If the customer does not have the original packaging, we can ship them new packaging at a cost of \$60.00
- The returned item must have the RA number visible on the box, otherwise, the package will be refused when it arrives.

Your refund will be provided in the same form that we received it. In other words, if you paid by credit card, the refund will also be given by credit card. You can expect a refund in 2-3 days after we conclude our inspection.

## Cancellation Policy

**If a customer cancels an order that has already shipped, the customer will be responsible for all shipping costs incurred for the shipment.**

**With UPS, the product will continue**

**to get delivered and must be refused. We cannot have the shipment returned while the shipment is in transit. Please call us if you have any questions regarding our policy.**

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