

The return policy for lift chairs varies based on their customization:

For Custom-Built Lift Chairs:

- This includes chairs with customized features like upgraded fabrics, heat and massage options, footrest extension, or left-hand control.
- Custom-built chairs are non-returnable.

Regarding In-Stock Lift Chairs:

- Must be in new and unused condition, and unboxed returns are not accepted.
- A 20% Restocking Fee applies.
- You're responsible for return shipping costs, and the product must be in its original packaging.
- All accessories and power cords from the original package must be returned.
- Cancellations after shipping are treated as returns.
- Delivery and service fees are non-refundable.
- A Return Authorization (RA) from Midwest DME Supply must be requested within 30 days of delivery.
- The item must be shipped back to the address specified on the RA within 10 days.
- Upon approval, a refund, minus restocking and freight fees, will be issued to your original payment method.
- If a technician delivers the item, acceptance via a signed delivery slip renders the item non-returnable.