

## 7 Day Trial Program

The following procedure will be effective **3/16/2023**

For Customers who are interested in purchasing the Luggie, but would like to test drive the scooter, dealer can offer them a 7 Day Trial Program. This program allows the customer to use the unit, **indoors only**, for a full 7 days on the following select models; *Classic II, Standard, Elite, Golden Elite, Super, Super Plus 3, Super Plus 4 and Luggie Chair*.

1. Dealer must make our 7 Day Trial Agreement details clear to the customer within their website listing.
  - The customer must agree to all terms and conditions dealer has stated in the agreement before unit is sent to their home.
2. FreeRider will open a case for each customer; keep track by logging activity in their case.
3. Shipping & Returns
  - Dealer is responsible for 100% of shipping to customer and 50% of all return shipping costs based on FedEx shipping zones [*During certain time periods FedEx may charge a \$68.75 oversize fee for the Luggie Super Plus 4 model*].
4. NO CHARGE FOR TRIAL TIME.
5. Customer will have possession of the scooter for a total of **8 DAYS**
  - **Day 1** – Customer receives rental scooter (delivery date)
  - **Day 2** – Day 1 of 7 Day Trial
  - **Day 3** – Day 2 of 7 Day Trial
  - **Day 4** – Day 3 of 7 Day Trial
  - 1. **Day 5** – Day 4 of 7 Day Trial
  - **Day 6** – Day 5 of 7 Day Trial
  - **Day 7** – Day 6 of 7 Day Trial
  - **Day 8** – Day 7 of 7 Day Trial

If customer decides not to keep the unit, the scooter must be shipped back using our return shipping label [we will arrange a pickup].

6. The customer cannot keep the scooter longer than the initial trial period. **NO EXCEPTIONS.**
7. When scooter is returned to our warehouse, service department will do a full inspection.
  - If no damages are found, refund will be released and case will be closed.
  - If damages are found, dealer will be charged for any and all repairs.
8. If customer would like to purchase scooter, warranty will be registered.

