

## FREIGHT AND RETURN POLICY - CANADA

The following policy applies to all Amylior Inc. dealers, effective February 1, 2022:

### Freight Policy

All freight terms noted below apply only to business-to-business shipments.

#### **Power Wheelchairs and Aftermarket Power Positioning**

- All power wheelchairs and aftermarket power positioning systems orders come with FREE handling and freight service. All orders are shipped using LTL, Ground freight, at the discretion of Amylior.

#### **Scooters**

- All Gs100 Scooter orders are charged \$45 handling & freight service fee for each order.
- All Gs200/Gs300 and Gs500 Scooter orders are charged \$95 handling & freight service fee for each order.
- Handling and freight charges are waived with a minimum of 5 scooters on the same PO as a unique delivery.

#### **Batteries**

- For all non-warranty battery orders, a shipping quote will be generated. The full amount of quoted shipping will be added to the final order.  
For all warranty battery replacements, the batteries will ship free of charge.

#### **Seating (backs and cushions), Rollators, Transport Chairs, Manual Wheelchairs, Walking Aids and Parts**

- All distribution items such as seating (backs and cushions), rollators, transport chairs, manual wheelchairs, walking aids and parts include a handling and freight service fee, subject to the order value based on the following scale:
  - Between \$0 - \$150: \$45 handling & freight service fee
  - Between \$151 - \$299: \$25 handling & freight service fee
  - Over \$300: Free handling & freight service

#### **Additional Information**

- Orders that are placed with items from multiple product categories on a single order are charged a single handling & freight service fee equal to the amount in the highest product category.
- AMYLIOR provides additional services, upon customer request, based on the following fee schedule:
  - Lift gate services: \$65 per delivery
  - Residential deliveries: \$120 per delivery
  - Limited access such as storage facilities, etc.: \$120
  - Express freight service at the request of customer: Customer is charged the difference between the cost of express and standard freight service (assuming standard freight is included).

## Return Policy

**NOTE** – In order to process your return as efficiently as possible, and prevent delays on possible credits, please carefully follow the instructions below:

### **General Returned Goods**

- If you are the end-user of the product, your return must go through an authorized AMYLIOR dealer. Please contact the authorized supplier who supplied you with the product.
- Products may be returned to AMYLIOR only with prior authorization from AMYLIOR Customer Service or Technical Support in the form of a Return Material Authorization (RMA) number.

### **TECHNICAL SUPPORT**

T/F PHONE: 1 888 453-0311

DIRECT OR INTERNATIONAL: +1 450 424-0288

#### **CANADA**

AMYLIOR INC.

3190 F.-X.-Tessier

Vaudreuil-Dorion, QC

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- If you are an authorized supplier, all requests for a Return Material Authorization (RMA) must include the following:
  - a) Reason for return
  - b) Item number (part ID) and quantity
  - c) At least one of the following references: invoice number, original sales order number or packing slip number.
  - d) Original purchase order number and date
  - e) Serial number(s) if applicable
- The Return Material Authorization (RMA) number must clearly be visible on the outside of the package.
- All approved returns must be shipped at authorized supplier's expense using their preferred carrier.
- Replacement products sent out by AMYLIOR, are billed to the supplier, and later credited if the returned product is approved for warranty coverage following AMYLIOR's evaluation.
- In order for AMYLIOR to ship a replacement product, the authorized supplier must provide a PO number for tracking purposes.
- Returns are not accepted by AMYLIOR if items are returned beyond 180 days after the RMA has been issued.

### **Product for Restock**

- Returns for restock will not be accepted by AMYLIOR if the product is returned beyond 180 days of the original shipping date.
- Custom-made wheelchairs/products (Custom-Zone) and custom Deluxe CG Air Cushions are not eligible for return regardless of order date.
- Product must be saleable (i.e. not a discontinued or used item) and must be properly packaged.
- Product/part returns which are not approved will not be accepted by AMYLIOR.
- Returned merchandise is subject to a restocking fee.

### **Restocking Fee**

- Product/part returns for warranty (i.e. product defects) are subject to an AMYLIOR evaluation but not subject to a restocking fee.
- Products or parts returns for non-warranty items (e.g. authorized supplier error, overstock) are subject to AMYLIOR evaluation and are subject to a restocking fee based on the following schedule:
  - Non-warranty orders shipped within 90 days of request for return authorization are subject to a 20% restocking fee.
  - Non-warranty orders shipped beyond 90 days but within 180 days of request are subject to a 50% restocking fee.
  - Restocking fee amounts are calculated based on the invoiced value of the product.

