

## FREIGHT AND GENERAL RETURN POLICY - USA

The following policy applies to all Amylior Inc. dealers, effective February 21, 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 will be charged **\$69.95** handling and freight service fee for each order. All orders will be shipped using LTL, Ground, or Consolidation Services at the discretion of Amylior. Lift gate service is provided at no additional charge.

Amylior Inc will provide additional services, upon customer request, on the following fee schedule:

- Residential deliveries: **\$96**
- Limited access such as storage facilities, etc.: **\$40**
- Inside deliveries: **\$140** per delivery
- Lift gate services: **N/C**
- Expedited freight service at the request of customer: Customer will be charged the difference in cost between expedited and standard freight service.
- All power wheelchairs and aftermarket power positioning systems orders being shipped to Alaska, Hawaii or Puerto Rico will be charged **\$450** handling and freight service fee for each order.

### Distribution items such as Rollators and 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.
- A minimum order of 12 units is required for Stella rollators. Freight and handling fees will not be charged on orders of 12+ Stella rollators shipping within the continental United States providing the order is on a single purchase order and ships to one location.
- All Stella rollator orders being shipped to Alaska, Hawaii or Puerto Rico will be charged **\$100** handling and freight service fee for each order.

### Distribution items such as Seating and Parts

- All distribution products such as seating and parts will receive a handling and freight service fee, subject to the order value on the following scale:

Between \$0 - \$299: **\$35** handling and freight service fee  
Over \$300: **Free Shipping**

**Additional Information**

Orders that are placed with items from multiple product categories on a single order will be charged a single handling and freight service fee equal to the amount in the highest product category.

**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 supplier. 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

**USA**

AMYLIOR INC.

178 West Service Rd.

Champlain, NY

12919

- 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 shall 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 will not be accepted by AMYLIOR if items are returned beyond 180 days after the RMA has been issued.

### **Product for Restock**

- Returns for restock will 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.

