

FREIGHT AND RETURN POLICY - CANADA

The following policy applies to all Amylior Inc. dealers, effective July 5, 2023:

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.

Stella Rollators

- In order to eliminate freight and handling fees, 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, providing the order is on a single purchase order and ships to one location. **Note that a full skid can accommodate up to 15 Stella rollators.** Depending on the order quantity, some Stella rollator orders may be subject to a handling and freight service fee according to the following scale:
 - Between 1 - 5 units: **\$20** handling & freight service fee **per unit**
 - Between 6 - 11 units: **\$10** handling & freight service fee **per unit**
 - 12+ units: **N/C**

Gs Series Scooters

- Each Gs100 Scooter has a **\$95** freight & handling fee per unit.
- Each Gs200/Gs300 Scooter has a **\$150** freight & handling fee per unit.
- Each Gs500 Scooter has a **\$175** freight & handling fee per unit.

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 (other than Stella), Walking Aids and Parts

- All distribution items such as seating (backs and cushions), rollators (other than Stella), walking aids and parts, **include** a handling and freight service fee, subject to the order value and based on the following scale:
 - Between \$0 - \$299: **\$35** handling & freight service fee
 - Over \$300: **Free Shipping**

Transport Chairs and Manual Wheelchairs

- All Transport Chairs and Manual Wheelchairs orders come with **FREE** handling and freight service. All orders are shipped using Ground freight service, at the discretion of Amylior.

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: **N/C**
 - Residential deliveries: **\$100** per delivery
 - Inside deliveries: **\$95** per delivery
 - Limited access such as storage facilities, etc.: **\$140**
 - Express freight service at the request of customers: Customer is charged with 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 AMYLOR dealer. Please contact the authorized supplier who supplied you with the product.
- Products may be returned to AMYLOR only with prior authorization from AMYLOR 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.

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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 AMYLOR, are billed to the supplier, and later credited if the returned product is approved for warranty coverage following AMYLOR's evaluation.
- In order for AMYLOR to ship a replacement product, the authorized supplier must provide a PO number for tracking purposes.
- Returns are not accepted by AMYLOR 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.

