

GENERAL RETURNED GOODS POLICY and RESTOCK FEES

Effective March 15, 2016

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

- Products may be returned to Sunrise only with advance authorization from Sunrise Medical Customer Service in the form of a Returned Material Authorization (RMA) number.

Concord, ON	1.800.263.3390
Lasalle, QC	1.888.548.8688
Maple Ridge, BC	1.888.285.2488
- If you are a dealer, all requests for a Returned Material Authorization (RMA) must include the following:
 - Reason for return
 - Item number and quantity
 - Invoice number, original sales order number or original purchase order number and date.
 - Serial number(s) if applicable
- The Returned Material Authorization (RMA) number must appear on the outside of the package in a clearly visible manner and location.
- All approved returns must be shipped at dealer's expense using their preferred carrier. Product or parts returns which are not pre-paid will not be accepted by Sunrise.
- No returns will be accepted by Sunrise Medical if the item(s) is not returned within 60 days after a Returned Material Authorization (RMA) is issued.

PRODUCT FOR RESTOCK

- All of the information in General Returned Goods above applies.
- No returns for restock will be accepted by Sunrise Medical if the request to return the products or parts is made beyond 180 days of the original ship date.
- Custom made (Built-4-Me) wheelchairs, custom (Built-4-Me) product and modified Jay Cushions are not eligible for return regardless of order date.
- Product must be saleable (not a discontinued item and not used) and must be properly packaged (original packaging required). Product or parts returns which are not approved will not be accepted by Sunrise.
- Returned merchandise is subject to a restocking fee.

WARRANTY RETURNS

- All of the information in General Returned Goods above applies.
- If you are the end user of the product, your return must be channeled through an authorized Sunrise Medical supplier (dealer). Please contact the dealer who supplied you with the product.
- All seating components must be returned inside sealed plastic bags.

RETURNED GOODS FOR REPAIRS

- All product returned for repair must be cleaned and disinfected prior to being returned to Sunrise. If a product is not at an acceptable level of cleanliness when received, it will be returned to the dealer unrepaired. This applies to wheelchairs, scooters, patient lifters, air floatation systems and parts of these units as well.
 - If the dealer wishes to proceed with the repair then a cleaning fee of \$250.00 will be applied.
- DO NOT return the wheelchair seating with the wheelchair when it is sent in for repair. Sunrise does not accept any responsibility for loss or damage to the seating components if they are returned with the wheelchair.
- DO NOT return the mattress when an air floatation system (mattress and pump) is sent in for repair. Sunrise does not accept any responsibility for loss or damage to the mattress if it is returned with the pump.
- DO NOT return the sling when a patient lifter is sent in for repair. Sunrise does not accept any responsibility for loss or damage to the sling if it is returned with the lifter.

RESTOCKING FEES

- Product or parts returns for warranty (i.e. product defects) are subject to Sunrise evaluation but not subject to a restocking fee.
- Products or parts returns for non-warranty items (i.e. dealer error, overstock) are subject to Sunrise 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 = 20% restocking fee.
- Non-warranty orders shipped beyond 90 days but within 180 days of request = 50% restocking fee.
- Restocking fee amounts are calculated based on the invoiced value of the product.

HANDLING FEES

- Sunrise Medical Canada Inc. Will refund the Handling Fee on any product returns which are due to a Sunrise error and if the entire invoice is being returned.

FREIGHT

- Sunrise Medical Canada Inc. will refund freight charges, paid by the dealer, on any returns which are due to a Sunrise error and if the entire invoice is being returned.