

Return Policy for E-Wheels Products

Please inspect your product upon delivery. If the product is damaged or is not the correct product, please refuse the delivery. If your item was delivered without a signature and is damaged or incorrect, please call Mobility Masters Customer Service.

After 7 business days the product is no longer returnable.

Once accepted, the following conditions apply:

- This item has a 20% Restocking Fee and a \$200 outbound freight fee.
- You are responsible for the cost of return shipping and the product must be in the original packaging.
- The item must be in **NEW condition; unused**. Indications of use include, but are not limited to: Cracks, scratches, dirty tires, wear to seats and armrests, damage to charging ports,
- All accessories and chargers included in the box must be returned. EX. Chargers, key fobs, baskets, and additional colored shrouds. Accessories not included in box, those purchased separately, do not have to be returned as part of a return.
- Items canceled after the product has already shipped will be considered a return.
- Unfortunately, delivery service fees, including Next-Day and Overnight shipping fees, Inside Delivery, White Glove Delivery and Tech Set-Up are not refundable.

Return Process:

- Request an RA (Return Authorization) within 7 days of delivery acceptance.
- Once the RA has been issued ship the item back to the address noted on the RA within 14 days.
- Once the product is received it will be inspected for damage and signs of use. If item shows any signs of use, Mobility Masters is unfortunately not able to issue a refund. In the event your item is not returnable we will contact you and you can decide if you'd like it shipped back. You will be responsible for shipping fees to get the item back to you.
- Once approved, your refund, minus any restocking fees, will be refunded to your original form of payment.