



RETURN POLICY

Items may be returned within 30 days from the date of purchase for a full refund provided they are accompanied by our supplied return authorization # and are shipped to us in their original packaging exactly as received.

Returned items must be in new selling condition and in their original packaging. To return an item you must first contact My Scooter to obtain a Return Authorization Number. Please do not return items without an RA #. Returned items with no RA # will be refused or returned at the shipper's expense. Credits will be granted by mailed cheque immediately upon inspection of the returned undamaged goods.

Guidelines for returning items.

- 1) The Customer is responsible for shipping items back to My Scooter at his/her own expense, this is the only cost to return goods for a full refund. We do not charge for restocking fees and we absorb our original shipping costs to you.
- 2) An item must be re-packaged carefully in its original packing and be clearly marked with an RA # on the shipping label so a credit can be processed accurately.
- 3) Improper packaging may cause shipping damage to the product being returned. This will impact the amount of credit to be refunded.
- 4) All items damaged due to improper packaging must be replaced and/or repaired at the sender's expense.
- 5) If we delivered the unit to you within our service area then we will pick it up undamaged at no charge.

In summary your only cost to return an item to us for a full refund is the shipping back to Edmonton, provided the above return guidelines are met, thank you for understanding.

Ron Nadeau
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