

TRI-STATE HOME CARE INC.



RETURN POLICY

If you are not 100% satisfied with your product we offer a 5-day refund with a 30% restocking fee. To qualify for a return please note the following:

- The item must be in new unused condition, in the original box and packaging. Indications of use include, but are not limited to: cracks, scratches, dirty tires, pet hair or other household dirt, wear to seats and armrests, damage to charging ports, scratches on the frame or scratches on remote controls. Equipment must be free of bodily fluids.
- Return shipping costs are the responsibility of the customer
- Items must be returned within 5 days
- Unfortunately delivery charges, service fees, inside delivery fees and tech set-up fees are not refundable
- Cancellation of custom or premade orders have a 30% restocking fee if canceled after 24 hours

30% restocking fee on all:

- Transport wheelchairs
- Standard / Lightweight / Heavy-Duty manual wheelchairs
- Recliner wheelchairs
- Power wheelchairs
- Scooters
- Walkers & Rollators
- Wheelchair accessories (bags, ramps & attachments)
- Volume sales
- Lift chairs
- Hoyer lift Products
- Walking Aides

Sorry, No Returns

On the items listed below

- Built to order items / Custom wheelchairs
- Ultra Lightweight wheelchairs
- Reclining wheelchairs
- Hospital beds
- Sports wheelchairs
- All Parts
- Custom-built lift chairs including those with upgraded fabrics, heat and massage, PowerPillow, footrest extension or left-hand control options are non-returnable.
- Open-Box Items
- Wound care
- Wheelchair scales
- Bathroom Equipment
- Respiratory Equipment
- Home Care Accessories
- Brace, Supports, and Traction