

Returns Policy

Mobility Scooters Manawatu Ltd (Mobility Manawatu) is committed to providing an elevated level of service in helping you choose the correct product the first time.

I have changed my mind, can I return the item I purchased?

- Please contact us immediately if you wish to return a product.
- Under New Zealand Consumer Law, we do not have to refund you if you have changed your mind. In certain circumstances we may agree to exchange an item, or exchange the item for a credit note for use in future purchases.

Required conditions for product return

- All items must be returned in the condition they were sold in. This means they must be unused, in their original packaging and with all manuals and accessories.
- All items must be returned with their original receipt showing date, item(s) and price paid.
- All items must be returned within 7 (seven) days of the purchase date, to Mobility Manawatu, at the cost of the purchaser.

Items exempt from our returns policy

- Due to hygiene reasons, the following items cannot be returned or exchanged. Toilet equipment, bathroom items, bedding, under garments, cushions, continence/incontinence, food products, any items that come into contact with the skin.
- Powered mobility equipment cannot be returned once used.
- Special orders. Any items that are not a stocked item and are specially ordered in.

Warranties

Please contact us immediately if you have a warranty claim

- 1 year warranty for all new products. In addition to the standard 1 (one) year warranty, some of our larger items include up to a 5 (five) year warranty – please ask about a specific items warranty.
- Used mobility scooters come with a standard 3 (three) month warranty unless otherwise stated on your receipt
- Hired or rented items, if they fail, will be repaired or replaced with a similar model.

Please Note

- The warranty period commences from the date of purchase.
- The warranty covers faulty materials, product defects and faulty workmanship
- The warranty does not cover damage resulting from normal wear and tear, incorrect use of the produce, abuse, misuse or neglect.
- We require a reasonable amount of time to assess a warranty claim, which may involve sending the item away or any parts of the item away.
- If we have loan equipment available, it may, at the discretion of Mobility Manawatu, be loaned whilst we have your equipment for assessment.