

MY SCOOTER RETURN POLICY

My Scooter charges a 15% restocking fee for all returned items.
Returned products must be in selling condition as new and in their original packaging.

Shipping for items qualifying for free shipping will be deducted from the remaining credit of any eligible refund item.

To return an item you must first contact My Scooter to obtain a Return Authorization Number (RA #).

Please do not return units or parts without an RA #. Returned items with no RA # will be refused or returned at the shipper's expense.

Credits will be granted only upon inspection of the returned product(s).

Items that are special orders are non-refundable.

Units and Parts must be returned within 30 days from date of purchase with an authorized RA # and in their original packaging as received.

If the part or unit is shipped back to My Scooter:

- 1) The Customer is responsible for shipping parts or products back to My Scooter at his/her own expense.
- 2) The product must be packaged carefully in it's original packaging and clearly marked with an RA # so that 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 damaged parts or units must be replaced and/or repaired at the sender's expense.
- 5) Original shipping charges are non-refundable. If the product was sent with "free shipping" the original shipping costs will be deducted from the refund.
- 6) If we delivered the unit to you within our service area then we will pick it up at no charge.

My Scooter
c/o Ron Nadeau
Tel: 780.489.3694
info@myscooter.ca

Mailing address, or by appointment:
15310-108 Ave. NW, Edmonton AB T5P 1A2