

Returns & Refunds

- No products/returns are to be sent Mogo Wheelchairs without written authority. A return authority must be requested for all returns and included with the returned item. Returns must be shipped with prepaid freight with traceability.
- Returned freight is to be paid by the customer and will be reimbursed at the discretion of Mogo Wheelchairs.
- It is recommended that the items returned are insured for their full replacement cost.
- Restocking fees for returned goods may occur if these are sent outside of the 14 day return policy period. Restocking fees are set at \$77 or 10% of the return value (whichever is greater).
- For goods to be accepted we require them to be in original packaging with no writing / consignment seals or notes on the packaging.
- Any items which are torn / opened / or have damaged package cannot be accepted and will subsequently be returned to sender at your cost and rejected as a return.
- Once the goods are returned in original condition a credit will be raised for the items value (excluding freight).