



Return Policy

Effective 1/1/2021

If you are an end user of the product, your return must go through the dealer that it was purchased.

In order to process any returns, please follow the instructions below. Failure to follow these instructions may result in a delay in processing your return and the potential of having the credit denied.

- Products may be returned only with advanced authorization from Innovation in Motion (IIM) in the form of a Return Goods Authorization (RGA) number.
- The RGA number must appear on the outside of the package in a clear, visible manner.
- All approved returns and replacements, which are not at the fault of IIM, will be shipped at the customer's expense.
- Returning product must be resalable, in like-new condition, and in originally packaging.
- Returns must be made within 90 days of shipment.
- RGAs are valid for 30 days from issue date.

Be sure to inspect ALL shipments and packaging along with notating the condition of the product/packaging received at time of delivery. EVEN IF THE PRODUCT IS NOT DAMAGED BUT THE PACKAGING IS COMPROMISED PLEASE NOTE "PACKAGING COMPROMISED" ON THE DELIVERY RECEIPT. Claims for damages and shortages must be made within 1 business day after receipt of material.

If you are requesting a RGA, please email the below information to iim@mobility-usa.com:

- Invoice number, order number, or purchase order number
- Item number and quantity
- Reason for return
- Pictures and/or videos of damaged or defective product

Returned products are subject to:

- Restocking fees as stated
 - 0-30 days from invoice date 20%
 - 31-60 days from invoice date 30%
 - 61-90 days from invoice date 40%
- Custom orders are non-returnable
- Warranty verification will be determined by a technical validation of the product in-field and/or once the "non-conforming" item is received by our factory.
- All warranty evaluation returns will return at the cost of IIM. If the product returned is deemed not covered under warranty, this charge **will** be billed to the dealer.
- All returns must be sent back using the specified carrier when IIM is responsible for the return freight. If the stated carrier is not used, the return will be accepted at the dealer's expense.
- If product returned for a warranty evaluation and is deemed not covered under warranty, IIM will contact you to discuss.
- Warranty replacement items and account credits will be issued after the warranty claim has been approved and are not subject to restocking fees.