

Return Authorization Form



1-800-681-8831 / M-F 9-5

Contact Name: _____

Your Address: _____

Your Contact Phone # _____

Order Date _____ **Order I.D.#** _____ (from email order confirmation)

Products/Items Returned:

Reason for Return:

RA #: _____

Return Criteria

Products may be returned within 30 calendar days from date of delivery with a Return Authorization (R.A.) number issued by Southern Mobility. Products must be returned at your expense and meet the following conditions:

- An R.A. # must be requested AND the returned item must be received at our Raleigh NC warehouse within 30 calendar days from your delivery date. Please ship your item early enough to avoid missing the deadline date.
- Product must be returned in its original undamaged packaging.
- The product must be unused and in brand new condition. Any items that show wear, damages, odors, stains, if missing parts or manuals, etc. will not be accepted for return.
- White Glove and other delivery charges are not refundable.
- Returns received without an R.A.# or beyond the 30 calendar day period a will not be credited.

Return Shipping

Unless Southern Mobility was at error with your order, return shipping/ freight is your responsibility. We highly recommend insuring larger items for their retail value to protect against shipping damage.

- **Ship to: Southern Mobility & Medical / 503 Oberlin Rd. Raleigh, NC 27605. 1-800-681-8831**

Please be sure to carefully follow all return-shipping instructions that are included with your Return Authorization number. Southern Mobility is not responsible for shipping damages or shipping delays on returns.

Cancelled Orders

Orders cancelled at different stages of processing will have tiered cancellation fees. A 15% fee for orders cancelled once an order has been processed or shipped. If you cancel your order after it has shipped and refuse delivery, a 20% restocking fee and any shipping related fees will be applied. All standard return policies above apply. You must accept delivery, obtain an RA Number and ship the item back to the correct address above. Shipping costs will not be credited.

Return form by fax: 1-877-611-3500, or scan and email to:
customersolutions@southernmobilityonline.com or call us at 1-800-681-8831