

Drive Medical - Return / Warranty Policy

In order to expedite a return, please contact the returns department at (877) 224-0946 or send an email to returns@drivemedical.com for a return merchandise authorization (RMA). *Drive can not accept any unauthorized return without a previously issued RMA.*

When requesting an RMA, please provide the representative with your customer number, purchase order, model, serial number (when applicable), quantity, reason for return, and a valid email address. *RMA's expire after 30 days of issuance.*

- **Carton damaged** items must be marked "DAMAGED" on the bill of lading for truck shipments or on the UPS manifest for small packages. Within seven (7) days of original receipt, suspect items are to be inspected by the customer and have an RMA issued to report damage. Drive shall notify the shipper to arrange for an inspection and pickup confirming the reported shipping damage, process a replacement order billed to your account, and issue a credit based on the carriers findings. Credit cannot be issued for shipping damage if Drive is notified to issue an RMA after seven (7) days of original receipt.
- **For unused items reported defective**, with an RMA issued within thirty (30) days of original receipt, Drive will send a no-charge repair part. If a repair part is not available, Drive will issue a shipping label for the item's return and process a replacement order billed to your account. A credit shall be issued upon inspection confirming a warranty claim. Drive will not arrange for the return of any item with an RMA issued after thirty (30) days of original receipt.
- **Used items** are not eligible for return and are covered under their respective warranties.
- **For items under warranty**, Drive reserves the right to send a no-charge repair part to the customer.
 - A complete serial number is required for certification.
- **Express Return** expedited processing on warranty claims is available on select items only. Eligibility will be determined when the claim is reported and must be confirmed in writing by the Returns Department.
- **Unused items** in saleable condition, which have an RMA, and are returned by customer within sixty (60) days of original receipt, are subject to a 25% restocking fee.
- **Unused items** in saleable condition, returned as a result of a **Drive error**, with an RMA issued after ten (10) days must be shipped back at customer's expense. Only items returned within thirty (30) days of the original receipt shall be eligible for credit.
- All returns from "internet", "end-user", and "drop-ship" customers must be sent back to Drive by the customer.
- The limited warranty does not cover labor or device failure due to owner misuse or negligence nor does it extend to non-durable components, such as rubber materials, accessories, wheels or brakes, and plastic parts, which are subject to normal wear and need periodic replacement. A proof of purchase and serial number is required for all warranty claims.
- Drive is not responsible for any return shipping damage or loss of returned packages. Drive shall review and inspect all items returned to us within three (3) business days of receipt. Notice shall be provided to customers for items not deemed covered under warranty and customers shall be required to authorize the return within fourteen (14) days of notice or the item shall be discarded.
- **Please send all approved returns (unless instructed otherwise) to the following address:**

Drive Medical Design & Manufacturing
ATTN: RMA# (*PLEASE WRITE THE RMA# ON THE LABEL ONLY, NOT DIRECTLY ON THE BOX*)
4131 Southmeadow Parkway West
Atlanta, GA 30349