



PinDot Remake Policy

Effective Sept 16, 2019

PinDot strives to ensure that cushions and backs are fabricated to the specifications listed on the original order form, and that the fit is satisfactory. If for whatever reason, within the first 90 days of being shipped to you, the product fit is not satisfactory, we will authorize a remake through a submitted remake form.

If the remake does not have features which increase the cost of the system, the remake invoice will be at no charge and will refer to the original shipment.

If the remake does have features that increase the cost of the system, a one-time only full credit will be issued for the original cushion when a new purchase order is submitted. An internal credit for the original invoice will be processed. A new invoice for the modified remake with the added features will be sent following shipment of the system.

Please note, the remake policy does not cover errors by the customer during the ordering process.

Remake Procedure

For each of the scenarios listed above, Invacare will authorize one remake provided:

- A cushion or back is within 90 days of purchase
- A Remake Order form is submitted and approved (must be approved by our remake investigation team)
- A new purchase order if you are requesting additional features which are different from the original purchase order form and have an associated price increase
- Customer is responsible for all return shipping costs associated with any remake

Return Policy (Non-Cushion Items Only)

Invacare Return Policy does not allow for the return of custom-made products.

Invacare will accept other unused, unopened products such as Pans, Hardware, and Simulators under the following guidelines:

- Customers have 30 days from receipt of an order to obtain a Return Authorization Number
- A 30% restock fee will be incurred
- Customers have 30 days to return the product for credit

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Warranty Policy

PinDot seating products are warranted to be free from defects in materials and workmanship. Invacare does not warrant goods that have been misused, abused, modified or misapplied.

Listed below are the applicable warranty periods, based on date of shipment:

- Cushions (Seat & Back) 2 YEARS
- Service Parts 6 MONTHS
- Covers 90 DAYS
- Hardware and Accessories 1 YEAR

During the warranty period, any defective product shall be replaced, at Invacare's option. The warranty does **NOT** include customer's labor to replace the defective product.

A copy of the invoice issued to the purchaser of the product may be required prior to processing the warranty claim.

Credit will be issued when the defective product has been verified by Invacare.

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