

April 12th 2021

EMEA Services

Permobil return policy

This policy is valid for spare parts returns to Permobil EMEA from countries within the EU, the EEA, and the UK.

A customer has the right to return goods within 30 days from shipping date when the following applies:

- The return goods is classified as a **Permobil power wheelchair spare part**, i.e. not a complete manual or power wheelchair, a ROHO product, a SmartDrive etc.
- The return goods is unused, complete, and returned in its original packaging.
- The return goods is not classified as dangerous material, i.e. batteries.

The freight of the return goods is handled by Permobil.

A goods return handling fee of 100 Euro per return order is to be paid by the customer.