

CANCELLATION/RETURN POLICY

This policy applies to products purchased from MobilityWorks and its affiliates, excluding motor vehicles, products installed in a motor vehicle prior to being made available for sale, products for home access requiring professional installation, or products purchased from Driverge Vehicle Innovations, LLC or Driverge Canada ULC. To the extent an express term in any written sales agreement or bill of sale signed by an officer of MobilityWorks conflicts with a term in this policy, the term in the written sales agreement or bill of sale will control.

RETURN POLICY

Returned products are subject to a 30% restocking fee (calculated based on the sale price of the product). To be returned for credit, (a) the product must be eligible for return, (b) the customer must submit a **Return Authorization Request (RA)** within 7 days of the earlier of (i) customer taking possession of the product, (ii) attempted delivery of the product per customer's directions (if the product was shipped to the customer or its order), or (iii) written or telephonic notice to the customer (including email or voicemail to the address or number(s) provided by the customer) that the product is available for pick-up at the MobilityWorks store, and (c) MobilityWorks must receive the returned product within 14 days following approval of the RA. The customer is responsible for any freight and insurance costs associated with returning the product to a MobilityWorks store. You can request a RA by downloading at this link **RETURN AUTHORIZATION REQUEST** or by calling 877-275-4907. The RA number must be referenced with the return.

To be eligible for return, the product must satisfy all of the following, to be determined at MobilityWorks' sole discretion:

- It is in the original packaging in new condition with no signs of wear.
- It has not been installed.
- It does not include a custom fabric option.
- It is not a customized product.

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Delivered to Store

Orders for delivery to a MobilityWorks store for customer pick-up that are subsequently cancelled or refused by the customer are subject to a 30% restocking fee (calculated based on the sale price of the product). Product that is not picked up from the MobilityWorks store within thirty (30) days following notice that the product is available to be picked up will be deemed to be refused.

Delivered to Customer

Product shipped to the customer or at the customer's direction is subject to the MobilityWorks Return Policy. In order to return the product, delivery must be accepted and the customer must timely obtain a RA from MobilityWorks and coordinate return shipping of the product to MobilityWorks within 14 days of receiving the RA. The cost of return shipping and insurance is the customer's responsibility and risk of loss to the product remains with the customer until accepted by MobilityWorks.

Refused Product

If delivery of product shipped to or at the customer's direction is refused of the product is deemed refused due to customer's failure to take delivery of the product, the product will be subject to a 30% restocking fee calculated based on the sale price of the product *and* the customer will be liable to MobilityWorks for all expenses associated with the refusal, including original freight and return freight and insurance, and the customer will be obligated to promptly pay MobilityWorks any amount owing after application of any credit due. No credit will be issued for refused product that is not eligible for return and MobilityWorks will not be liable to the customer for any amount received by MobilityWorks as a result of its liquidation of such product following refusal.

Credits

Upon receipt of the returned or refused product and verification of the applicable Return Authorization, MobilityWorks will inspect the product for compliance with the Return Policy. If in the sole judgement of MobilityWorks the product is in compliance with the Return Policy, MobilityWorks will issue a credit equal to the original sale price less the 30% restock fee and any additional expenses as described above to the credit card used for the purchase. If the product was paid by check or money order, MobilityWorks will issue a check within 30 days and mail it to the customer's last known address.

Completing a request for a Return Authorization does not guarantee acceptance of the request by MobilityWorks. Return requests must comply with MobilityWorks Return Policy and are subject to conditions thereof. Products known to not be eligible for return will not be issued a Return Authorization (provided, however, that issuance of a Return Authorization does not mean that the product is eligible for return). No credit will be issued for product not timely cancelled or returned in compliance with this Cancellation/Return Policy and MobilityWorks will not be liable for any amount received by MobilityWorks as a result of its subsequent liquidation of such product, provided that MobilityWorks will provide the customer 30 days to take possession of such product prior to liquidation.