



Return Policies

Helping Hands Living Solutions is an authorized dealer for EZ-Access, a division of Homecare Products Incorporated. This is our source for aluminum ramp and threshold solutions. We are also an authorized dealer for AmeriGlide Incorporated. AmeriGlide is our source distributor for multiple products including: Stairlifts, Vertical Platform Lifts, Lift Chairs, Mobility Scooters, and Power Wheelchairs. All products from EZ-Access and AmeriGlide have associated shipping fees, which are not refundable. If the item has been installed, installation fees are non-refundable.

Stair Lifts (AmeriGlide)

Curved Stair Lifts We are currently recommending (2) curved stair lifts, the Infinity Curved Stair Lift and the Rave Curved Stair Lift. Due to the fact that all curved stair lifts are custom-made products, engineered specifically to each individual application, they cannot be returned. All purchases are final.

Straight Stair Lifts We are currently recommending (4) straight stair lifts with (2) being designed for indoor applications, the Rave2 Straight Stair Lift and the Cardinal Indoor Straight Stair Lift, and (2) for outdoor applications, The Cardinal Outdoor Straight Stair Lift and the AmeriGlide Outdoor Deluxe Stair Lift. Straight Stair Lifts are semi-custom-made products as the track is cut to the length of your staircase. The track can often be reused however there are several hours of labor expense involved in the preparation of a lift for the application. In addition, shipping of the product is expensive. Purchase of our straight stair lift means you understand and accept the return terms and conditions below. You may cancel your order prior to shipment and obtain a full refund of your purchase price unless your track has been cut then there is a \$200 fee for track preparation and boxing.

AmeriGlide straight stair lifts may be returned within 5 business days of receipt for a refund less the following:

1. All returned straight stair lifts shall incur a 15% restocking fee calculated from the gross selling price to cover the cost of handling and initial preparation of the unit.
2. All returned straight stair lifts will be charged the outbound freight expense incurred by the company to ship the unit, which is \$398.
3. Return shipping is the obligation of the customer.
4. Please give us a call to obtain a Return Authorization form prior to shipping the unit back. The Return Authorization will provide exact instructions on the return process.
5. Refused Shipment Policy:
If a straight stair lift shipment is refused by the customer at the delivery address, the customer will be responsible for a minimum \$700 fee to cover prep, handling, track, and freight charges.



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Call for more information: (618) 900-6199





[Vertical Platform Lifts \(Ameriglide\)](#)

We are currently recommending (3) Vertical Platform Lifts, the Hercules Mini VPL, the Hercules Nano VPL, and the Hercules 750 VPL. The following are charges that will be applicable during the production process of items purchased.

- 25% of purchase value - Completion of engineering drawings
- 50% of purchase value - Once equipment enters production
- 80% of purchase value - Once production is 50% complete
- 100% of purchase value - Once production is 100% complete

- Note: that once production of purchased equipment has been completed, the product is non-refundable. Products are custom built and cannot be returned once completed.

[Mobility Scooters \(Ameriglide\)](#)

We have many options for Mobility Scooters with a sample of what is available in our website shop. AmeriGlide is an authorized distributor for both the Pride Mobility brand and the Golden Technologies brand of motor scooters. Canceled scooter orders are subject to a \$50 cancellation fee. If the mobility scooter has left the warehouse and you cancel, or if you choose to return the scooter within 10 days of receipt, you will be subject to a 15% restocking fee and a freight charge of \$150 or actual freight costs if the item was express shipped. No scooter returns will be accepted after 10 days from the date of delivery.

[Lift Chairs \(Ameriglide\)](#)

We have many options for Lift Chairs with a sample of what is available in our website shop. AmeriGlide is an authorized distributor for both the Pride VivaLift brand and the Golden Technologies brand of Lift Chairs. To return a lift chair, give us a call. A return authorization form will be sent to you. Return the completed form and we will issue you an RA number and advise you on the best way to ship the product. Specific return policies are below:

Returns must be shipped within 10 days of delivery in the original packaging.

The lift chair must be in new condition. As these are considered Medical Devices by the FDA their guidelines apply.

The customer is responsible for freight costs both ways plus a 15% restocking fee unless the chair is defective.

Chairs returned due to being refused by the customer or deemed undeliverable by freight carriers are subject to fees for freight both ways and a 15% restocking fee.

Stock chairs canceled prior to shipment subject to \$50 cancellation fee.

Builder chairs with customer features such as leather or any special options are NON-RETURNABLE and cannot be canceled once in production.



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Special delivery options such as inside delivery fees and White Glove fees are NON-REFUNDABLE once the lift chair is shipped unless the chair is defective.

All lift chairs are Drop Shipped directly from the manufacturer. The above return policy reflects the actual costs charged by the manufacturers for returned products.

[Power Wheelchairs \(Ameriglide\)](#)

We have many options for Power Wheelchairs with a sample of what is available in our website shop. AmeriGlide is an authorized distributor for the Pride Mobility brand, Jazzy Power Wheelchair. This item is sold on a non-returnable basis.

[Ramps \(EZ-Access\)](#)

EZ-Access policy for all returns is that this item is sold on a non-returnable basis. Helping Hands Living Solutions is willing to work with you to provide a value for the return of your ramp to us as long as it is complete and in 'like new' condition. We cannot refund the shipping fees, installation costs, or taxes associated with the original product purchase, but we will make an offer (usually around 60% of the purchase price for the ramp), if we have a need for this ramp for use in our rental offering.

[Thresholds \(EZ-Access\)](#)

EZ-Access policy for all returns is that this item is sold on a non-returnable basis. Helping Hands Living Solutions is willing to work with you to provide a value for the return of your threshold to us as long as it is complete and in 'like new' condition. We cannot refund the shipping fees, installation costs, or taxes associated with the original product purchase, but we will make an offer (usually around 60% of the purchase price for the threshold), if we have a need for this threshold for use in our rental offering.



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