

AmeriGlide Stair Lifts Return Policy

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 a stair lift is expensive.



The following is the return policy on New, Factory Reconditioned, and Used stair lifts (*Curved stair lifts are exempt from this as they are non-returnable*). Purchase of our stair lifts 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.

AmeriGlide stair lifts may be returned within 5 business days of receipt for full refund less the following.

1. All returned 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 stair lifts will be charged the outbound freight expense incurred by the company to ship the unit, which is \$199.
3. Return shipping is the obligation of the customer.

Please contact Customer Service at **800-922-3659** to obtain an Return Authorization form prior to shipping the unit back. The Return Authorization will provide exact instructions on the return process.

**Curved stair lifts are non-returnable.*