





**Before your original purchase:**

Did you confirm that you are a good candidate based on the [“Can I Use It?” Page?](#) **Yes No**

Did you review and agree to adhere to our instructions on [Assembly, Fitting and Use?](#) **Yes No**

**Before requesting to return:**

Do you understand that shipping charges (to and from) are not refunded? **Yes No**

Have you reviewed our [return policy](#) and understand the terms and conditions? **Yes No**

Do you understand that returns without the Return Authorization number clearly marked on the outside of the package and or without a copy of the Return Authorization inside the carton will not be processed? **Yes No**

Will you ship the returned item to the address provided on the Return Authorization? **Yes No**

**Please acknowledge the following:**

**Terms and Conditions for Returns:**

Returns must be requested within 5 days of receiving your shipment. In special circumstances, iWALKFree, Inc. may elect to accept returns beyond the 5 day period, however, these returns may be subject to a 20% restocking fee.

Returned crutches must be in new or near new condition. Crutches showing signs of significant wear, use or misuse may be refused or subject to refurbishment costs to replace damaged or worn components.

Upon acceptance of your return request, you will be issued a Return Authorization form, which will instruct you on how to proceed. You will also receive repackaging instructions.

To insure a proper credit, all returns must include the Return Authorization Number issued by us, clearly legible on the on the outside of the carton, and a copy of the Return Authorization must be included inside the package. Returns without RA numbers will not be processed.

Shipping of returned items must be done within 7 days of receiving your Return Authorization and must be repackaged according to our repackaging instructions. Items shipped after the 7 day period may be subject to a restocking fee.

The cost of shipping the returned merchandise to us is your responsibility. Improperly packaged returns may be subject to an additional handling charge. Shipping damage as a result of improper repackaging may be subject to a refurbishment charge.

**I understand and accept the terms and conditions** **Yes No**

**When completed, click SUBMIT FORM below.**

**(If form does not automatically transmit, save the form and e-mail to [sales@iwalk-free.com](mailto:sales@iwalk-free.com))**

**After submitting, please allow 24 hours for your request to be reviewed. Upon acceptance, a Return Authorization and shipping instructions will be emailed to you.**

*In order for all features of this form to function properly, you must be using the most recent version of Adobe Reader. You can download it for free by [CLICKING HERE](#).*