

Return Policy:

Note: This policy is applicable for orders before 1 Oct 2020.

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What is HPFY's return policy?

Customer satisfaction is our top priority. We stand behind our products. If the merchandise you received is defective or not what you expected it to be, and you wish to return the item, please submit a return request from the My Account section or contact our Customer Service department at (866) 316-0162 / (203) 616-2850 or [email us](#).

1. Merchandise must be returned within 30 days of the receipt of the order. Returns are not accepted after 30 days.
2. Items (including parts and accessories) must be returned in the new, unused, and resalable condition in its original packaging.
3. Before returning any product, the buyer must obtain a Return Authorization Number (RA#) from a customer service representative. Orders returned without obtaining an RA# will be entitled to receive only "In-Store Credit" that can be used towards future purchases.
4. All custom orders and items of Hygienic nature are **non-returnable**. Refer to the "Non-Returnable Items" section for further details.
5. Returns will be reviewed and inspected before issuing credit. Please allow 3 to 4 weeks for processing. The credit will be applied to your original method of payment.
6. Buyer is responsible for return shipping. Return orders are subject to a restocking fee. Please see fee structure below.
7. If return is the result of a defective product or shipping error, we will refund the entire purchase amount and return shipping costs.

Which products are Non-Returnable?

Due to the hygienic nature of some items they are non-returnable. The items listed below are non-returnable:

1. All hygienic items.
2. Opened personal care items.
3. Anything opened, used, or tried on.
4. All customized items.
5. Besides these, items that have the "non-returnable" phrase or the image shown below:



HyGiene Products



Non Returnable

“This item cannot be returned or exchanged once opened due to hygienic reasons”

We reserve the right to make adjustments due to errors, changing market conditions, product discontinuation or typographical errors in advertisements. Images on the site may not always reflect the actual product. Footrests or leg-rests are not included with wheelchairs unless specified.

How do I receive a return authorization number?

You can Submit a return request by logging into your account. You will receive the Return Authorization Number (RA#) details in the email within 2-3 business days.

- Login to your account
- Go to the order history
- Click on return order
- Fill the return form and Submit it

If you do not have an email address, we will make other accommodations for RA# Details. Write the RA# on your label affixed to your package prior to shipment.

For faster processing, please email us the Return Tracking Number.

How long does it take to receive a refund?

Please allow 3 to 4 weeks to process the returns. Once the item is received, and inspected, your refund will be processed and automatically applied to your credit card or original method of payment.

Is there any Restocking Fees?

1. 15% restocking fees will be applied.
2. Buyer is responsible for return shipping charges.
3. Outbound shipping cost is non-refundable.
4. For orders that qualified for free shipping, \$8.99 will be deducted from the refund if the product is returned.