



## Product Return Policy Overview

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Applies To: Align3D Custom Backrests, Custom Cushions, and Hardware

Effective Date: January 1, 2026

At Align3D, each seating system is produced to order and many products are customized to the individual user. For this reason, returns are limited. The following policy outlines when returns may be accepted.

**Note:** Returned products will not be accepted unless the return has been pre-approved and a return authorization (RA) has been issued.

### 1. Non-Custom Products

- a. Standard products, such as hardware and accessories, may be returned within 90 days of delivery, provided that:
  - i. The product is unused and uninstalled
  - ii. The product remains in its original packaging
  - iii. All components are included
  - iv. The product has not been modified, installed, or configured
- b. Approved returns of standard products are subject to a 10% restocking fee.
- c. Shipping costs are non-refundable unless the return is due to Align3D error.

### 2. Modified or Installed Non-Custom Products

- a. Products that have been installed, assembled, modified, or altered in any way are not eligible for return. This includes hardware that has been mounted to a wheelchair frame or altered during installation.

### 3. Custom Products

- a. Custom seating systems – including custom backrests, cushions, liners, and configured seating assemblies – may be returned within 180 days of the original delivery date.
- b. Custom product returns are subject to a 50% restocking fee.
- c. Prior to approving a return, Align3D may work with the dealer or clinician to evaluate potential adjustments or modifications to improve fit or clinical performance.

- d. Products returned under this section must include all originally supplied components and must not be intentionally damaged or altered beyond normal installation or fitting adjustments.
- 4. Shipping Damage or Missing Items
  - a. If a shipment arrives damaged or incomplete, notify Align3D within 5 business days of delivery. Please include:
    - i. Order number
    - ii. Description of the issue
    - iii. Photos of packaging and affected items
  - b. Align3D will arrange replacement parts or products when shipping damage is confirmed.
- 5. Return Authorization Required
  - a. All returns require a Return Authorization (RA) number issued by Align3D prior to shipment. Returns shipped without an RA number may not be accepted.
  - b. Return authorization remain valid for 30 days from the date issued.
- 6. Refund Processing
  - a. Returned products will be inspected upon receipt.
  - b. Approved refunds or credits will be issued to the original purchaser.
  - c. Refund timing may vary depending on the payment method used.
- 7. Contact
  - a. For return authorization requests please visit our website at: [www.a3dcs.com](http://www.a3dcs.com) and complete a Return Request form.
  - b. Alternatively, contact us at: [orders@a3dcs.com](mailto:orders@a3dcs.com).