

## 2.0 - Technical Support Materials:



# 2.0 Technical Support

### I. Technical Support Line

Are you experiencing technical problems with your TRx Power Positioning System? Do you have questions related to safety, electronics, system set-up and/or installation? Let our knowledgeable team of technicians assist you. We will do our best to resolve your problems over the phone. Call our Technical Support line:

**Monday - Friday from 8:00am to 5:00pm**

**USA: 888-433-6818**

**Canada: 866-748-7943**

### II. Return Authorization (RA) Process

At Motion Concepts, our technologically advanced seating systems and electronics are meticulously manufactured and tested to meet our strict engineering standards. If for some reason you need to return any of our goods, please contact our Canadian or US Technical Support Department for assistance.

Once our technicians have confirmed that the goods may be returned to Motion Concepts, you will be issued an RA number to validate the return. **All returns require an RA number.** Please note that all returned products are subject to inspection by Motion Concepts to determine if they are in fact defective, damaged or otherwise operationally unsound. Motion Concepts reserves the sole right to assess the condition of returned products.

You will be asked to provide all pertinent information including the serial number of the relevant TRx Seating System or electronic component, as well as a clear description of the problem. Returned goods should be received by Motion Concepts within 14 days from the issue date of the RA. Please notify Motion Concepts if additional time is required. Failure to comply with these guidelines may result in a forfeit of any credit amount. Replacement parts will be shipped out within 2 business days from the date of the initial claim. Overnight shipping may be requested at the customer's expense.

You will be automatically invoiced for the value of any replacement parts. A full credit will be issued once the validity of the return has been confirmed by our technicians. If we determine that the returned goods are not covered under warranty\* or have been subject to misuse or modification, no credit will be issued and the replacement parts will be due and payable as invoiced (at net 30 day terms).

(\*For more details regarding Motion Concepts product warranty and disclaimer, please refer to **Section III. Warranty Information (p.8)**).

Motion Concepts may, at our discretion, charge a 25% restocking fee on any returned goods.

**Important!-** To ensure an accurate assessment, please make certain that returned goods are properly packaged to avoid any shipping damage. Also to avoid delays, the RA number **must** be clearly printed on the outside of the returned package. (If more than one RA is being returned, then ALL RA numbers must be referenced on the box). Failure to comply with this policy may result in the goods being returned.