

# WARRANTY.

## **Factory Repair Information**

Evolution's motto is "Committed to providing Unsurpassed Quality & Service". Our goal is to provide you the best service in the industry. If you encounter problems with your Evolution Walker or need help, please:

**Review your documentation.** You will find printed documentation shipped with your Evolution Xpresso Walker. They contain maintenance guides and installation information.

**Call or visit your Evolution dealer.** They will be able to give you the assistance you need to determine if your Walker is eligible for warranty.

**Contact Evolution Customer Service at 800.556.2558**

## **For Warranty Service, Repair or Replacement**

If you have to return your walker to Evolution for warranty service, there are a few things we'll need from you. First, the walker must include a Merchandise Return Authorization (MRA) number. You can obtain a MRA number by calling the Evolution Customer Service number listed above. Be prepared to provide 1) the unit model number, 2) the serial number, and 3) a description of the problem.

## **For Out-Of-Warranty Service or Repair:**

If your walker is out of warranty or is not eligible for warranty, we will give you an estimate over the phone.

## **Ship the Walker to:**

Obtain the address of the Service Depot nearest you from your Evolution customer service representative.

If the problems with your walker are deemed to be results of improper use, such as hitting curbs, hitting-opening doors, etc., it will not be covered under warranty. We reserve the right to write determine if your walker has been misused. When you return your walker, remember to write the MRA number on the walker badly so we will service the waker within 2 working days after receiving it and it will be on its way back to you. If we cannot service your walker within 2 working days after receipt, we will send you a new one.