

Cancellation, Refund, and Rental Protection Policy

1. General Cancellation Policy

Customers may cancel a reservation and receive a full refund provided that the cancellation request is submitted more than forty-eight (48) hours prior to the beginning of the customer's scheduled delivery window.

All cancellation requests must be submitted through the booking platform, by email, or by contacting Mobility Scooters & Things customer service. The time and date of receipt of the cancellation request shall determine eligibility for a refund.

2. Reservations Within Forty-Eight (48) Hours of Delivery

Once a reservation enters the forty-eight (48) hour period immediately preceding the start of the scheduled delivery window, the reservation shall be deemed final and non-refundable.

No cash refunds, credit card refunds, partial refunds, or reimbursement of any kind shall be issued for cancellations made within forty-eight (48) hours of the scheduled delivery window, regardless of the reason for cancellation, including but not limited to changes in travel plans, illness, transportation issues, weather conditions, event cancellations, personal emergencies, or failure to utilize the reserved equipment.

At the sole discretion of Mobility Scooters & Things, a customer who cancels within the forty-eight (48) hour period may be issued a non-cash rental credit for future use. The issuance, amount, expiration, transferability, and terms of any such credit shall be determined exclusively by Mobility Scooters & Things and shall not be guaranteed.

3. Rental Protection Option

Customers who purchase the optional Rental Protection coverage at the time of booking shall be entitled to enhanced cancellation rights.

Subject to the limitations set forth below, customers who have purchased Rental Protection may cancel their reservation at any time prior to delivery of the equipment and receive a full refund of rental charges, excluding any non-refundable fees expressly disclosed at the time of booking.

For purposes of this policy, equipment shall be considered delivered once it has been physically transferred to the customer, a designated recipient, hotel concierge, front desk, cruise terminal representative, convention center representative, or other authorized receiving party designated by the customer.

4. No Cancellation After Delivery

Under no circumstances may a reservation be canceled after the equipment has been delivered.

Once delivery has occurred, all rental charges become fully earned and non-refundable. No refunds, credits, adjustments, or cancellations shall be issued for unused rental time, early returns, changes in travel plans, customer dissatisfaction unrelated to equipment functionality, weather conditions, medical circumstances, event cancellations, or any other reason.

5. Delivery Attempts and Customer Availability

Customers are responsible for being available during the scheduled delivery window or for providing accurate delivery instructions and authorized recipient information.

If Mobility Scooters & Things successfully completes delivery in accordance with the customer's reservation instructions, the rental shall be deemed delivered and the reservation shall become non-cancelable and non-refundable, regardless of whether the customer personally accepts possession of the equipment.

6. Force Majeure and Company Discretion

Nothing in this policy shall obligate Mobility Scooters & Things to provide refunds or credits in circumstances beyond its reasonable control. However, Mobility Scooters & Things reserves the right, in its sole and absolute discretion, to issue refunds, credits, reschedule deliveries, or make other accommodations on a case-by-case basis without creating any obligation to do so in future situations.

7. Acknowledgment

By completing a reservation, the customer acknowledges that they have read, understood, and agreed to be bound by this Cancellation, Refund, and Rental Protection Policy.