



McIlwain Mobility Solutions, INC Zeen Return Policy

Refund policy

The Zeen is a device unlike any other on the market. We know that the Zeen will let many people facing mobility limitations do more for longer and increase their enjoyment of life. But like a new bicycle or an unfamiliar exercise machine, it will take some time for you to feel completely comfortable and natural with the Zeen. We humbly ask that new Zeen customers take at least two weeks of regular use to learn and become accustomed to the Zeen. During that time, you should watch our tutorial videos that explain how to adjust the Zeen and how to use it in different situations and environments. If you still have questions or any concerns, reach out to us. We are available to you to make the experience as enjoyable and successful as possible.

If within the initial 14 days of receiving the Zeen and after your orientation process, you are not fully satisfied with the product, you may return the Zeen to us for a refund (excluding a \$200 restocking fee as well as freight to and from you) by following the steps described here.

Process for Returns

1. Contact customer service at 1-866-428-1897 or info@mcilwainmobility.com. If you meet the requirements, we will give you a Return Authorization number (RA number) and send written instructions for returning the Zeen. Please note that returns must be authorized by McIlwain Mobility Solutions and assigned an RA number before shipping the product. Returned Zeens that do not have an associated RA number will not be accepted.
2. Please keep your original packaging during this 14-day evaluation period, as the Zeen **MUST** be returned in its original packaging. If the primary packaging is not available, please request new packaging to be sent to you, which may involve an additional fee.
3. The Zeen must be in "like new" condition, allowing for reasonable wear and tear under normal conditions during the 14-day trial period.
4. McIlwain Mobility Solutions will send a prepaid shipping label for the Zeen return with the provided RA number. Please attach this label to the packaging and schedule your box pickup for return shipment/or deliver the box directly to the shipping vendor selected by McIlwain Mobility Solutions.
5. Upon receipt of the returned Zeen, the McIlwain Mobility Solutions team will assess the Zeen for damage. If your Zeen is damaged, either during use or shipment, your refund may be reduced accordingly. Our team will notify you once the product is received and fully inspected for refund details. Please expect the refund to take 4–6 weeks for completion.



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McIlwain Mobility Solutions will extend the return period for your Zeen to 30 days from receipt if:

The Zeen being returned is in unopened condition inside the original shipping box. A manufacturing defect exists and is confirmed by McIlwain Mobility Solutions customer service. No Zeen replacement parts are available to bring the Zeen to working condition.

We hope you enjoy your Zeen! If there is any help you need with the product, please review our library of training videos, or reach out to us at any time.

You may contact customer service in any of the following ways:

Call 1-866-428-1897 Monday through Friday 7 AM–4 PM PST. If we are closed or do not answer the phone, you can leave a message, and someone will respond as soon as possible.

Email us at info@mcilwainmobility.com