



## Wheelchair Recycling Program

# Mobility Store

Providing a wide variety of high quality, recycled durable medical equipment to meet your needs...

### MAKING A DONATION...

*Will you buy my equipment? Can I trade in my equipment?*  
We do not buy or trade equipment, but you can donate your items. You will get a receipt for your tax purposes.

*Will you tell me the value of my donation?*  
We do not value your items but we do have a list of minimum donation amounts for certain equipment.

*Will you pick it up?*  
Yes, we can pick up power equipment and larger items if you are unable to bring them in. We charge a minimal pickup fee, which helps us pay for fuel and insurance.

### BUYING EQUIPMENT...

*Do you fit equipment to the individual?*  
We work with you, your therapist, physician, family to identify the best options for equipment.

*Do you bill insurance or rent equipment?*  
We do not bill insurance but provide a receipt for your use. Check with us to see if we bill your care management provider for purchases they authorize. We do not rent equipment at this time.

*Do you give a warranty?*  
WRP offers a limited electronics warranty and partners with Badger State Industries where highly trained inmates refurbish our equipment ensuring our two point "like new" quality assurance.

1. All equipment is cleaned and sanitized so it is in "like new" condition.
2. All working parts, motors are checked and replaced if needed, to make the item safe and "like new".  
(See full details of warranty on website)

*Do you do repairs?*  
WRP does not do repairs on equipment. We do have a list of dealers in your area that may be able to assist in your repair needs.



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### *Do you sell parts?*

WRP does not sell parts. We do offer some accessories such as headrests, lateral supports, and trays. How do I know what equipment you have? We offer so much more than wheelchairs, including, scooters, hospital beds, bath equipment. Call us to see if we carry what you need. Our inventory is constantly changing and can be viewed on our website at [www.wrp.org](http://www.wrp.org). By scrolling through the list, you can see the items currently available as well as the prices for each. If you find equipment, you are interested in call one of our locations to make sure it is not on hold or recently sold.

### *How can I pay for it?*

WRP accepts cash, checks and credit cards. If you cannot afford to make the full minimum payment in one payment, WRP offers an EAF fund which if approved would allow you to make payments without interest. WRP also works with other funding sources.

### *Where does the money you get for equipment go?*

100% of the money received goes directly to support WRP, to keep our lights on and our doors open.

### *Do you deliver?*

Yes, if you live near one of our office locations we may be able to coordinate delivery with our pick up schedule. There is a \$20 delivery charge. We can also arrange for delivery from a carrier.

### *Can I return equipment that I purchase?*

WRP does not do refunds or exchanges; all equipment is sold as is. We encourage you to work with your doctors, therapists, etc. to know and ensure your equipment needs, as well as come into the office and try the equipment out. Vertical lifts, stair lifts, scooter lifts, have a special return policy. If a mechanical failure is reported within 15 days of purchase, we offer an exchange for a similar product if available or a refund if not available, providing it is returned within 20 days.

**[www.wrp.org](http://www.wrp.org)**

#### **Milwaukee Area**

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