



Our Mission, Our Promise

Our Mission

Our mission is captured in our name, ActiveCare. We design, manufacture and distribute the highest quality mobility products to assist people with disabilities and mobility impairments in maintaining an active, independent lifestyle, and do so at a great value.

Our Promise

ActiveCare Medical is dedicated to providing all of our dealers the products and service they require as quickly and simply as possible. So that you will know exactly what to expect from us, we pledge the following to you:

- ***We will*** consistently offer high quality products at a great price.
- ***We will*** always be easy to do business with. No complicated pricing schemes, confusing ordering information, or deceptive warranty claims.
- ***We will*** eliminate your risk. We will offer any first-time buyer of our products an unconditional 30-day, money back guarantee. If you are not delighted with the product, return it—in sellable condition and in the original box—within 30 days (dealer pays return freight) and we will credit your account 100%.
- ***We will*** ship all orders on standard ActiveCare products the same day if the orders are received by 3:00 p.m.
- ***We will*** ship any warranted part on any current product within 48 business hours from time of order.
- ***We will*** consistently give you unconditional, personalized and friendly customer service. Your dedicated Customer Care Specialist will be knowledgeable about product features, benefits and specifications as well as reimbursement information.
- ***We will*** keep our owners manuals, service manuals, parts diagrams and parts lists updated and on our web site for easy identification and ordering.

A handwritten signature in black ink, appearing to read "Steve Neese", is written over a large, stylized, circular flourish.

Steve Neese, President & CEO