

Q: Will my insurance pay for the chair?

A: It is possible that the Pioneering Spirit may be covered by your insurance. We will provide you with a purchase receipt which you may submit to your insurance company for possible reimbursement.

Q: How long will it take to get my new chair?

A: We will ship your order in 3-5 business days via Fedex. The time it will take in transit to arrive at its destination will vary according to where it is shipped. International shipments vary depending on the distribution arrangements within each country.

Q: What kind of warranty do you offer for Pioneering Spirit Chairs?

A: The warranty in the U.S. and Canada covers any part of a Pioneering Spirit that is found to be defective within the warranty period. Troy Technologies will repair or replace these parts free of charge. Warranty service may be performed by an authorized service center or at the Troy Technologies factory at Troy Technologies's option. The warranty goes to the original retail purchaser of the Troy Technologies product. Warranty Period in the U.S. and Canada: · Frame and Cross-Braces Lifetime of original retail buyer · Other Components One year · Fabric and webbing One year The warranty on the Pioneering Spirit may vary within other countries. All returns (UPS prepaid) must be authorized in advance (within 30 days of customer's receipt of product). The product must be in re-saleable condition.

Q: How comfortable is the Pioneering Spirit? Is it durable?

A: The Pioneering Spirit is very comfortable and durable! The flexible folding frame acts as a suspension system to cushion shocks for a smooth, comfortable ride. The reinforced frame combines the strength of steel, with the lightness of aluminum to produce a sturdier chair.

Q: Is the Pioneering Spirit hard to fold? Will it fit into the trunk of my car?

A: One of the accomplishments that we are most proud of, is how it folds -123. Just lift up on the armrests, swing away the footplates, and pull up on the seat upholstery to fold - it's that easy! Once folded, the Pioneering Spirit is as compact and easy to transport as a golf bag.