



**Make sure  
your client has  
a seat at the  
table this year...**

**Finalize orders soon to ensure  
delivery before the holidays.**

**Currently 98% of custom orders ship within 12 business days** of receipt of order form, scan, and purchase order. Plan ahead for year-end delivery and get your clients' orders together as soon as possible.



## Repair in lieu of replacement

Recently suppliers have seen denials for replacement cushions and backs, if the existing equipment was purchased within the last five years.

The wheelchair seating industry does not believe that the five year "reasonable, useful lifetime" DME policy should be applied to seating products. We are working hard to

advocate for this policy to be changed.

In the meantime, consider ways to "repair" Ride Designs' cushions and back supports, and to have those repairs covered by insurance. Learn more about options [here](#).

## Collaboration encouraged...

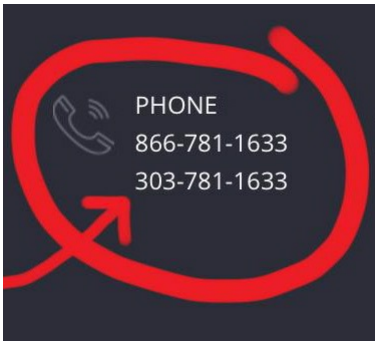
### RESNA Standards Committee on Wheelchair and Related Seating

Read editor Laurie Watanabe's take on a recent meeting that covered wide-ranging seating goals, including simulated aging testing as it applies to "reasonable, useful lifetime," in Mobility Management [here](#).

## 2020 Ride Custom Certification Courses

Plan to attend this game-changing course and become certified to work with Ride Custom Cushions and Backs... learn all about the course, why you should come to Colorado to take it, and when, [here!](#)





## We're not trying to avoid you!

Recently a handful of callers have reported being unable to reach us via our toll free number. The majority of folks who call us at 866.781.1633 are getting through... However, if you are unable to reach us at the toll free number, please try 303. 781.1633. You'll find both numbers on all our literature and the website. We expect to have this glitch identified and resolved soon.



Our offices will be closed for the Thanksgiving holiday on Thursday, November 28 and Friday, November 29.



## In case you missed it...

The most-clicked-on story in the last THREE newsletters was about a new video short that reviews shape capture techniques that help to ensure Ride Custom Cushions are not taller or thicker than intended. Watch it [here](#).

Thank you for reading!

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