

FREQUENTLY ASKED QUESTIONS

How does the acquisition impact North American customers?

There is no immediate impact, and it is business as usual for all of Sunrise Medical and Ride Designs customers. Please continue to work with your respective account managers and customer service representatives at Sunrise Medical and Ride Designs, following the same channels for placing orders, requesting technical service, or asking for support for evaluations.

Is there a plan to integrate the Sunrise Medical and Ride Designs teams?

Nothing changes for now, but it is our intention to retain Ride Sales Representatives and complement their efforts with the addition of Sunrise Medical Account Managers. By coming together, Sunrise Medical and Ride will be better positioned to enhance our service offerings, maximize efficiencies, and deliver a comprehensive seating portfolio which supports riders of all shapes, sizes, and needs.

Can my Ride Designs Sales Representative provide support for a Sunrise Medical product / Sunrise Medical Account Manager provide support for a Ride Designs product?

As of today no, please continue to work with your dedicated Sunrise Medical Account Manager or Ride Designs Independent Sales representative for their respective products.

Does who I order from change?

As of today no, please continue to order Sunrise Medical products from Sunrise Medical and Ride Designs products from Ride Designs.

If I'm a chair rider, who do I contact if I need my equipment serviced?

Please continue to go to the same service provider or dealer from which you received the Sunrise Medical or Ride product.