

Your enquiry checklist

A little preparation. A more helpful conversation.

Use this guide when contacting our team or planning a showroom visit.

01 What would you like to do more easily?

Think about your everyday routines and where support would help.
You do not need to know a product name to start a conversation.

02 Where will you use the equipment?

Tell us your town or suburb, and whether it is for home, outdoors or both.
Mention doorways, steps, room space, storage and transport needs.

03 Are you thinking of buying or renting?

For a rental enquiry, have your preferred dates ready.
Ask about availability, costs, hire terms, deposits and return arrangements.

04 What do you need to confirm?

Ask about fit, setup, training, delivery or collection, and any extra costs.
For a repair enquiry, note the make, model and a short description of the issue.

05 Will you be enquiring about medical aid?

Check your scheme benefits and any pre-authorisation requirements.
Ask which quote, assessment or supporting information may be needed.

06 What happens next?

Request a written quote and confirm arrangements before committing.
Equipment suitability and availability are confirmed with our team.

Your notes

Please keep ID numbers and medical documents out of public website enquiries.

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17 Hamilton Crescent, Gillitts, 3610 - call ahead to plan your visit.