

Permobil Store FAQ's

How do I access the Permobil Store?

On your computer, laptop, or tablet, go to store.permobil.com and request an account. A Customer Experience representative will review your request within 24-48 hours. The Permobil Store is compatible with most browsers and can also be accessed via your smartphone, however it is not optimized for mobile browsing. For further instructions, please utilize the [Permobil Store Login document](#)

Will we be able to order spare parts via the Permobil Store?

Yes, spare parts will be available for quoting and ordering via the Permobil Store. If you don't see the parts/assemblies you need in the Permobil Store, please contact our team at 1-800-736-0925 or via email at parts.tilite@permobil.com for further assistance.

Can I order an (Assembled Rear Wheel) spare part assembly?

Yes, instead of ordering each rear wheel assembly part individually, simply select Build Your Product and then Assembled Rear Wheel. You may then construct a fully assembled rear wheel while seeing configuration limitations and then process the order. If more assistance is needed, please contact Customer Experience directly.

How can I track the status of my order?

The Permobil Store provides an estimated ship date within the History tab for each order. Additionally, you may access the [Permobil Order Tracker](#) to get a status update on your order.

What are "Chair Templates" in the Permobil Store?

Creating a template allows you to work more efficiently by saving a "starting point" configuration that can be modified according to various parameters to meet each customers' needs.

It can also be used to copy an existing configuration and modify it before converting to a quote.

I need assistance with the Permobil Store, who should I contact?

We would be happy to assist with any Permobil Store troubleshooting/assistance needs. Feel free to contact our team at 1-800-736-0925 or via email at chairs.tilite@permobil.com. Additionally, you may also visit our [support page](#) and submit a ticket there.

Can I process bulk orders using the Permobil Store?

No. Each chair order should be processed individually; however, you may use the Chair Template feature to streamline your ordering process and even make changes to each chair if needed.

What changes can I make to a quote I already generated?

Once a quote is created, you may edit the quote header and details information, make changes to the configuration, request partial shipment of parts before converting to an order, and cancel a quote.

I don't see Serial Number Lookup in the Permobil Store, will that feature be available?

We are aware of the importance of Serial Number Lookup and are working to make that feature available very soon. In the meantime, you may contact our team at 1-800-736-0925 or via email at chairs.tilite@permobil.com for information related to a serial number.

What iPad operating system should I have downloaded for optimal Permobil Store usage?

It is recommended that when you utilize an iPad to access the Permobil Store, the device should be running system operating version iOS 16 or higher. This ensures optimal performance, compatibility with the latest features, and a smoother experience.

How do I ensure that my option selections are locked in when configuring a chair?

When configuring a chair, you can keep your default selection (blue – selected automatically) or select yourself (green – selected by you). The red exclamation point icon indicates a mandatory selection that must be made before the configuration can be quoted. You always can lock or unlock your selections after making them or to go back and make changes, provided the order has not yet been converted. To ensure your configuration is complete and accurate, please review your selections within the Review (Overview) tab. Once verified, confirm your configuration in the Quote and Order tab to finalize the process.

Does the Permobil Store provide CAD?

Yes, the TiLite Z manual wheelchair offers CAD generation when a quote is created. The ellipsis (three dots) appears at the end of the chair line under the Quote Summary section. Click the ellipses and select CAD to generate the file.

Do I have the option to send a quote?

Yes, you can send a quote directly from the Quote and Order tab by selecting the Send Quote button. You have the option to submit the quote in various formats, including PDF, Excel, CSV, or XML. Additionally, you can share multiple pricing models, such as MSRP Only, Net Only, Gross, or Gross and Net.