

Galaxy Marketing Scotland Ltd Trading As CITY MOBILITY

USED EQUIPMENT WARRANTY

(items priced £1,000.00 and over exc VAT)

When you buy second-hand equipment from a business in the UK you have rights under the Consumer Rights Act. You should expect it to:

- Be of a satisfactory quality (taking into account its age and condition)
- Meet any description given to you when you were buying it
- Be fit for purpose (in this case getting you from A to B safely)

We have prepared your equipment to a high standard and carried out a pre-sale inspection so your mobility should be trouble free. In the unlikely event that something goes wrong we supply all our second-hand equipment priced at £1,000.00 and over exc VAT with a six-month used equipment warranty. Unlike most new and used equipment warranties where only parts are covered, we also include labour costs for the full six months and travel costs for the first three months. Should you have any further questions you will find the details of how to contact us on the next page.

Mobility solutions

We also offer a range of products and services to maximise your enjoyment of your equipment such as stick holders, rain covers, bags, storage covers etc. And remember, your purchase is only the start of your journey. We can also help with servicing and repairs, either at your home (if it is in the City Mobility area) or at our Inverness workshop.

Reliable second-hand stock

Our second-hand stock:

- Is checked by our engineers
- Will have at least six months left until its next annual service or will be serviced before delivery/pick up (if you collect/take away on day of purchase this does not apply)
- Is supplied with a user manual
- Is supplied with a charger with a current PAT test
- Will include processing by us of the necessary DVLA ownership documents for a class 3 scooter (8mph road legal models).

Six month used equipment warranty – terms and conditions

1. The six-month warranty period is for six months from date of delivery/collection.
2. Should any mechanical or electrical component prove to be defective, remedial work which we consider necessary will be undertaken. Any parts replaced will not necessarily be new for old.
3. The warranty excludes defects deemed to be a result of fair wear and tear (see clause 11).
4. For the first three months of this warranty the travel cost of us coming to your home to carry out the above remedial work is included (to the area defined in clause 9). Months four to six of the warranty are a return to base warranty only. "Base" is our Inverness workshop or our sister business - Able Care Ltd, 115 Loch St, Aberdeen AB25 1DH.
5. In months four to six of the warranty period your equipment must be delivered/collected to/from us for warranty assessment at the owner's cost. If you consider your equipment defective you should contact our Inverness branch to arrange an inspection at our base.
6. If during months four to six of the warranty period you are unable to come to our base or arrange for your equipment to be delivered/collected to/from us, we can attend your address to assess a warranty claim and/or carry out a repair, but there may be a travel charge for this depending on: distance from our base; our schedule for other calls in your area; and your flexibility on timescale.

We will advise you of any travel costs and this must be paid in advance. (if you have taken out your own Mobility Scooter & Powerchair Insurance, Warranty and/or breakdown assistance it may include repairs at your address or the cost of returning/collecting it to/from us, but you need to liaise/claim through your insurers directly).

7. Equipment used for hire, loan or reward is excluded from this warranty (e.g. businesses buying equipment to use for a multitude of customers, rental equipment etc.). See our B2B T&Cs.
8. In the event of remedial work as per the warranty, loan equipment will only be provided when availability permits and at the sole discretion of the Managing Director or the Workshop Manager. Any associated costs, including public liability insurance, incurred will not be accepted as part of any warranty claim and will be at your own cost. The provision of loan equipment is subject to the T&Cs of a Courtesy Equipment Agreement.
9. The territorial scope of this warranty is City Mobility's area only, which for private scooter sales is the area covered by the Scottish Local Authority areas of: Highland (mainland only); Moray; Aberdeen and Aberdeenshire.
10. Additional territorial areas covered by this warranty are the Local Authority areas of: Highland (Islands); Western Isles; Orkney and Shetland but as a return to base warranty only.
11. This warranty DOES NOT extend to those items which may require replacement due to normal wear and tear, including:
 - a. batteries (however, in the first three months they will be replaced free of charge and the call out cost reimbursed if our test shows the batteries have less than 60% capacity)
 - b. tyres and inner tubes
 - c. off board chargers and cables
 - d. brake lining, fuses and springs
 - e. electric motor brushes
 - f. seat upholstery and arm pads
 - g. handgrips and wing mirrors
 - h. baskets and storage boxes
 - i. paintwork and trims
 - j. frame and body work
 - k. light bulbs and light covers
 - l. any other components not stated in point 2.
12. This warranty is non-transferable. If you sell, lend or otherwise transfer ownership of your equipment to another person, they will not be entitled to the benefit of the warranty for the rest of the warranty period.
13. Exclusions also include components with damage caused by:
 - a. Contamination
 - b. Abuse, misuse, accident, or negligence
 - c. Battery fluid spillage or leakage
 - d. Exposure to heavy rain
 - e. Commercial use, or use other than normal
 - f. Improper operation, maintenance, or storage
 - g. Repairs and/or modifications made to any part without consent from City Mobility
 - h. Circumstances beyond the control of City Mobility.

Useful contact information: Galaxy Marketing Scotland Ltd trading as City Mobility is a Private Limited Company registered in Scotland under number SC236798, whose registered address and main trading address is 46a Seafield Road, Inverness, IV1 1SG.

Sales e-mail: info@city-mobility.co.uk

Service and repairs e-mail: service@city-mobility.co.uk

Telephone: Inverness 01463 250 850 Aberdeen 01224 452 850

ⁱ See clauses 9 & 10 for more details on travel costs and area included.