

CITY MOBILITY

NEW POWERED WHEELCHAIR AND SCOOTER EQUIPMENT WARRANTY

When you buy new 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.
- Meet any description given to you when you were buying it.
- Be fit for purpose.

Manufacturers provide a Warranty with new equipment and these will vary from Manufacturer to Manufacturer. This document does not replace the Manufacturer's Warranty but aims to provide additional helpful information not detailed in it. Where any information is contradictory in both Warranty documents the Manufacturer's Warranty will apply.

We've 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 new equipment with a one year equipment warranty. Unlike some on-line new equipment warranties where only parts are covered, we also include labour costs and usually travel costs¹ (geographical exclusions apply) for a full year. Should you have any further questions you'll 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, etc. And remember, your purchase is only the start of your journey. We can also help with after-warranty servicing and repairs, either at your home (if it is in the City Mobility area) or at our Inverness workshop.

Your equipment will:

- be supplied with a user manual where produced.
- be supplied with a charger where necessary.
- include processing by us of the necessary DVLA ownership documents for a class 3 scooter or powerchair (8mph road legal models).

1 Year New Equipment Warranty – terms and conditions

1. The one-year warranty period is for 12 months (365 days) from date of delivery/collection.
2. Should any mechanical or electrical component prove to be defective it will be covered under the Manufacturer's Warranty, any parts/batteries replaced will be new and will be warranted from the delivery/collection date and not the replacement date.
3. The warranty excludes defects deemed to be a result of fair wear and tear (see clause 11).
4. For the full twelve 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).
5. If you consider your equipment defective you should contact the Service Department at our Inverness branch on 01463 250850 to arrange an inspection.
6. During the twelve months we will attend your address to assess a warranty claim and/or carry out a repair, when we can do this will depend on: distance from our base; our schedule for other calls in the same area; and your flexibility on timescale.
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.

¹ See clauses 9 & 10 for more details on Geographical inclusions and exclusions.

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 sales and installations is the area covered by the Scottish Local Authority areas of: Highland (mainland only); Moray; Aberdeen and Aberdeen-shire.
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. See clause 15.
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 year they will be replaced free of charge 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.
14. Where the call out is deemed by our Engineers to be: caused by user error, no fault found; or for non-warranty items, charges at our usual rates will apply and must be paid at the time of our attendance. These rates are displayed on our website: www.city-mobility.co.uk.
15. If you have taken out your own Mobility Scooter & Powerchair Insurance, Warranty and/or breakdown assistance, it may include warranty and non-warranty repairs and replacements at your address or include the cost of returning/collecting it to/from us, but you need to liaise/claim through your insurers directly.

Useful contact information: City Mobility (Inverness) Limited 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