

CITY MOBILITY

USED EQUIPMENT WARRANTY

(90 days from delivery/collection)

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

- be of a satisfactory quality (considering 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'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 second-hand equipment with a used equipment warranty. Unlike most new and used equipment warranties where only parts are covered, we also include labour and travel costs. Should you have any further questions you'll find the details of how to contact us on the next page.

After-purchase solutions

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).
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Used equipment warranty – terms and conditions

1. The warranty period is from date of delivery/collection and is for 90-days.
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 9).
4. The travel costs of us coming to your home to conduct the above remedial work is included (to the area defined in clause 7).
5. 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.
6. 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.
7. 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 Aberdeen-shire.
8. 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.

9. This warranty DOES NOT extend to those items which may require replacement due to normal wear and tear, and/or damage occurring since purchase including:
 - a. batteries
 - 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 two.
10. 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.
11. 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: 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: 01463 250 850

Website: www.city-mobility.co.uk

Insurance

Whilst it is not a legal requirement at the time of writing this document to have Insurance on Class 2 & 3 mobility products, it is certainly recommended. City Mobility may be able to offer you 1-months free insurance on purchases from City Mobility (T&Cs apply) as well as help you purchase an annual policy.

Extended Warranties

Whilst it is not essential, purchasing an extended warranty is also recommended. Warranty policies for used equipment exclude cover for the first 90 days so should be purchased on day one to start immediately after the first 90 days has lapsed. City Mobility can help you purchase an annual policy.