

Galaxy Marketing Scotland Ltd Trading As CITY MOBILITY

USED EQUIPMENT WARRANTY

(items priced below £500.00 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 below £500.00 exc VAT with a one-month used equipment warranty. Unlike most new and used equipment warranties where only parts are covered, we also include labour and travel costsⁱ for the whole of the warranty duration. 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).

One month used equipment warranty – terms and conditions

1. The one-month warranty period is for one month 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 one month of this warranty the travel cost of us coming to your home to carry out the above remedial work is included¹.
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 and powerchair sales is the area covered by the Scottish Local Authority areas of: Highland (mainland only); Moray; Aberdeen and Aberdeenshire.
8. Additional territorial areas covered by this warranty are the Local Authority areas of: Highland (Islands only); 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, including:
 - a. batteries (however, during the period of this warranty 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.
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:

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.

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¹ See clauses 7 & 8 for more details on travel costs and area included.