

# CITY MOBILITY

## Delivery, Returns and Cancellation Policy

October 2021

The law states that you have no right to a refund if you change your mind.

But, having had the advice of our specialist team and having test-driven a product either at our showroom or where you live, means you have chosen the right product to suit your mobility needs.

However, City Mobility understands that there are times when you will have to, or want to, return a purchase, or cancel an order. We will happily make a refund or exchange in the following circumstances:

- **Mobility Scooters, Powerchairs, electric bikes, manual wheelchairs and walking aids**

### If you have bought a product from stock:

**Before delivery:** If you reserve a stock item you do not have to pay a deposit, but the product may be sold to another customer if you don't. If your order was for a new product you will then have to wait until we stock that item again unless you pay a £250 deposit and your order will then be treated as "an order for a non-bespoke product" (see below terms and conditions for this).

By paying a £250 deposit the product will be reserved for you and will not be sold to anyone else until we are ready to deliver it. When we are ready to deliver, if we have tried and have not been able to contact you on more than one occasion, or you are not ready to take delivery, we may sell the product. If your order was for a second-hand product we will refund your deposit. If your order was for a new product we will order another product for you and it will then be treated as "an order for a non-bespoke product" (see below terms and conditions for this).

Having either paid a £250 refundable deposit or more if you choose, if you then change your mind, you can cancel your order and any monies paid will be refunded in full.

**After delivery:** Having paid for your equipment in full immediately before delivery, if you then changed your mind the 'unwanted' product must be returned in its original condition, unused, and with all undamaged packaging and accessories, within 7 days of delivery. The product must be, in the opinion of City Mobility, re-saleable. Any handling beyond what is necessary to establish the nature, characteristics and functioning of the goods would diminish the value of the item, affect the warranty, and as such may affect your refund. See "Collection of Products".

### If we ordered a non-bespoke product in for you:

(this is a product we would happily take into stock if you changed your mind)

**Before delivery:** If we did not sell the product to you from available stock, we will have had to order it in for you. To ensure you receive your order as quickly as possible we will place your order immediately after receiving your £250 refundable deposit or more if you choose. If you then change your mind, you can cancel your order and any monies paid will be refunded in full.

**After delivery:** Having paid for your equipment in full immediately before delivery, if you then changed your mind the 'unwanted' product must be returned in its original condition, unused, and with all undamaged packaging and accessories, within 7 days of delivery. The product must be, in the opinion of City Mobility, re-saleable. Any handling beyond what is necessary to establish the

nature, characteristics and functioning of the goods would diminish the value of the item, affect the warranty, and as such may affect your refund. See “Collection of Products”.

**If we ordered a bespoke product in for you:**

(this is one that has been ordered in especially for you that we would not stock generally or has been made-to-measure or ordered to your size). This type of product is not available on Finance.

**Before delivery:** Having paid for the product in full before we have ordered it from our supplier, and you then change your mind you can cancel your order and any monies paid will be refunded in full. Please note – this would need to be an immediate change of mind as we will place orders as soon as the payment is received.

**After ordering/building/dispatch/delivery:** If the order has already been passed to our supplier and it cannot be cancelled at no cost to us, any costs incurred by us in cancelling the order and/or returning the unboxed product to the supplier will be deducted from your payment before issuing a refund. Please be aware this can be costly as you would be responsible for return freight and restocking charges. Even before it is built, where a product or parts for a product have been commissioned by our supplier especially for you, the costs of these will also be taken into account. If the product has been received by us, and then unpacked, we cannot return it to our supplier and the condition below for “after delivery” applies.

**After delivery:** Once the product has been delivered to you, we cannot return it to our supplier, so we are unable to offer you a refund if you change your mind.

**Collection of products.**

As there would be no fault with the product, then the cost of returning it (and insuring it until it is received by us) would be your responsibility.

We can pick the product up from your home if you cannot organise its return any other way. We charge to do this. The rate we charge is based on the return journey time as calculated by Google Maps. This is calculated at £50 per hour (for Island collections this excludes ferry costs and overnight accommodation and subsistence rates which will also be charged). This amount will always be rounded up to the nearest half hour.

As well as the return transportation costs, we will charge a one-off paperwork charge of £50.

Here are some examples of possible return costs, actual costs will depend on your exact postal address:

<b>Location</b>	<b>Return time</b>	<b>Cost</b>	<b>Paperwork charge</b>	<b>TOTAL</b>
Dingwall	36 mins	£50.00	£50.00	£100.00
Fraserburgh	4hrs50mins	£250.00	£50.00	£300.00
Thurso	5hrs18mins	£275.00	£50.00	£325.00
Fort William	3hrs30mins	£175.00	£50.00	£225.00
Aberdeen	5hrs	£250.00	£50.00	£300.00

These costs will be deducted from your refund. Where the return costs are more than any deposit paid or no deposit was paid, a proforma invoice will issued and must be paid before we will collect.

Please remember products must be returned within 7 days of delivery. No returns will be accepted after this period.

## **If you have bought a product on Finance.**

Where a product has been bought on finance the £50 advance payment paid to Snap Finance is not part of the deposit paid to City Mobility and falls under the terms and conditions of your Credit Agreement. Any other monies paid to Snap Finance should be discussed with them directly and fall under the terms and conditions of your Credit Arrangement with them. If you return a product bought on finance, City Mobility will advise Snap Finance the product has been returned. and will only return any deposit paid out with the finance agreement. You will be liable for any collection costs as outlined above.

- **Car Adaptations/parts for any product (not available on finance)**

**Before fitting/supplying:** Having fully paid for your part(s), if you then change your mind you will be liable for any restocking costs due to the supplier as well as a £50 paperwork charge before your refund is issued. If a supplier will not allow part(s) to be restocked, no refund will be issued.

If you cancel your order five working days or less than your scheduled appointment to fit Car Adaptation parts, your refund will also be reduced on a sliding scale (see below) to include a payment for lost workshop time.

For example:

<b>Cancellation notice given</b>	<b>Lost workshop time charge</b>
5 days	£50.00
4 days	£100.00
3 days	£150.00
2 days	£200.00
On the day	£300.00

If the parts paid for cost less than the lost workshop time charge, you will not be liable for any additional difference.

**After fitting:** Once the product has been fitted, we cannot return it to our supplier, so we are unable to offer you a refund. If you wish us to remove the part from your vehicle/product you will be charged proforma for removal at our set workshop time rates.

- **Refunds**

If we agree to provide you with a refund, it will be processed by us via the same payment method within 14 days of the receipt of the returned product, packaging, and accessories and of any necessary payment details you need to provide to facilitate the refund. Where the payment of a refund by a financial institution is credited to your account later than this, it is out with our control, and we cannot be held accountable.

*Ends*