

# Galaxy Marketing Scotland Ltd Trading As CITY MOBILITY

## **NEW POWERED WHEELCHAIR AND SCOOTER EQUIPMENT WARRANTY ADD ON**

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.

### **Your equipment will:**

- be supplied with a user manual where produced.
- be supplied with a charger.
- include processing by us of the necessary DVLA ownership documents for a class 3 scooter or powerchair (6-8mph road legal models).

### **About the Manufacturer's Warranty and our Warranty Add-On**

Manufacturers provide a Warranty with new equipment and these will vary from manufacturer to manufacturer. They may last from 6 months up to 3 years depending what you have bought, the details of the Warranty will be in your user manual provided with your product. Our Warranty Add-On does not replace the Manufacturer's Warranty but is provided in addition to the Manufacturer's Warranty.

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 you should contact us directly, not the Manufacturer. Most warranties only cover specific parts, and the warranty on the batteries provided may be for a different warranty period, but when you buy from us our Warranty Add-On means we will include labour costs and usually travel costs<sup>1</sup> (geographical exclusions apply) for recognised warranty issues for up to 12 months (or to the warranty period if it is less than 12 months).

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.

### **New Equipment Warranty Add-On – terms and conditions**

1. For up to 12 months (less if the Manufacturer's Warranty period is less) 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.
2. Equipment used for hire, loan or reward is excluded from this Warranty Add-On (e.g. businesses buying equipment to use for a multitude of customers, rental equipment etc.). See our B2B T&Cs.
3. In the event of remedial work as per the Manufacturer's Warranty, loan equipment will only be provided when availability permits and at the sole discretion of the Managing Director or

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<sup>1</sup> See clauses 4 & 5 for more details on Geographical inclusions and exclusions.

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.

4. The territorial scope of this Warranty Add-On 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.
5. Additional territorial areas covered by this Warranty Add-On are the Local Authority areas of: Highland (Islands); Western Isles; Orkney and Shetland but as a return to base Warranty Add-On only. See clause 15.
6. This Warranty Add-On DOES NOT extend to those items which may require replacement due to normal wear and tear, 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 2.
7. This Warranty Add-On 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.
8. 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 Manufacturer 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](http://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.
16. Where a Manufacturer's Warranty is for more than 12 months this is for parts only and does not include our labour or travel costs which must be paid separately.

**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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