

# TERMS AND CONDITIONS FOR MICRO SCOOTERS, CHILLI PRO SCOOTER, AMAZON & EBAY

## TWO YEAR LIMITED WARRANTY

- All products carry a two year limited warranty against defects in materials and workmanship. We can only honour warranty claims if you can provide proof of purchase. You will bear the costs of telephone calls you make to us, and the return of an item for inspection.
- Where a part is deemed to be faulty, Micro Scooters Ltd will replace the part in question, only where we are unable to supply the part in question will we replace the entire scooter.
- This warranty excludes issues caused by wear and tear, neglect or accident. We stock replaceable parts for all of our scooters including consumable parts, such as bearings, wheels and brakes. We can also, for a reasonable charge, offer repair and servicing, please contact us using Livechat on our website for more details, [www.micro-scooters.co.uk](http://www.micro-scooters.co.uk).
- If you are a consumer, the warranties referred to above are in addition and do not affect your statutory rights.

## RETURNS POLICY

- If you are not satisfied with any product purchased from us, you may return the product to us in its original condition and with proof of purchase within 28 days of delivery. We will be happy to exchange or refund it for you. Your free returns label can be created by following our RETURNS instruction on our website [www.micro-scooters.co.uk/28-day-return](http://www.micro-scooters.co.uk/28-day-return).
- If the product was supplied in error, is incomplete or faulty and you believe that you are entitled to a replacement or repair in accordance with our terms and conditions which can be found at [www.microscooters.co.uk](http://www.microscooters.co.uk), please contact us via Livechat on our website. In the event that you are entitled to a replacement or repairs in accordance with our Terms and Conditions, transportation charges will not apply.

- If you have received the ordered product(s) and have simply changed your mind about your purchase you may return the product(s) to us for a refund or exchange taking advantage of our 28 Day no quibble policy. In accordance with "Steps to follow to claim a refund or to exchange a product" below.
- Please note that while the product(s) remain in your possession you are under duty to ensure that the product(s) are kept safe and secure.

## STEPS TO FOLLOW TO CLAIM A REFUND OR EXCHANGE A PRODUCT

- Navigate to our RETURNS page on our website [www.micro-scooters.co.uk/28-day-return](http://www.micro-scooters.co.uk/28-day-return) to book & print your free Royal Mail Returns label.
- Using the paper invoice that came with your parcel, fill out the detail about your return and place inside your parcel for identification and action once received at the warehouse.
- Ensure that you have enclose all accessories, in box warranties and any other material supplied unless informed otherwise.
- Check that the package is securely sealed.
- Following these steps will ensure the product(s) arrive in good condition and within a timely fashion. Please note that your failure to follow this procedure may result in the returned product(s) being rejected on receipt and you may forfeit your right to a refund or exchange.
- Please note that we reserve the right to reject any product(s) that are not returned in accordance with the provisions set out above.

# RETURNS FORM

Returns address: Micro Scooters Returns, Belkin House, Shipton Way, Express Business Park, Rushden, Northants, NN10 6GL, GB

Customer Name		Order Number:	
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Return/Exchange Reason (Select one)

<b>A</b> Helmet doesn't fit	<b>B</b> Incorrect item chosen	<b>C</b> Item does not fit the scooter	<b>D</b> Item/Colour not same as image	<b>E</b> Poor quality	<b>F</b> Product faulty/damaged	<b>G</b> 28 day no quibble guarantee
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Product Code	Product Description	Quantity	Reason code for return/exchange	PLEASE TICK	
				REFUND	EXCHANGE
				REFUND	EXCHANGE
				REFUND	EXCHANGE
				REFUND	EXCHANGE
				REFUND	EXCHANGE

Please add additional notes, or reason if not captured in the codes above:-

**DETAILS OF EXCHANGE(S):** If you would like to exchange, please add details of the replacement item(s)

Product	Quantity	Size (If applicable)	Colour/Pattern	Price