

SPARES AND REPAIRS

TOP TIPS FOR MAINTAINING YOUR SCOOTER.

1. Always check your scooter before riding, especially the bolts, brake and wheels.
2. Give your scooter a regular clean, ensuring it is thoroughly dry before you put it away.
3. Apply a small amount of 3in1 or similar light machine oil to your bearings and folding block regularly. This will help prevent the bearings from ceasing up and it will make sure the folding mechanism operates smoothly.

WE STOCK SPARE PARTS FOR EVERY MICRO SCOOTER. SO YOU CAN KEEP SCOOTING FOR LONGER.



MICRO-SCOOTERS.CO.UK/SCOOTERMAINTENANCE

REGISTER YOUR SCOOTER

BY REGISTERING YOUR SCOOTER WITH US YOU WILL:

1. Be able to identify your scooter if you need to inform the police about it being stolen.
2. Opt in to receive tips from us on how to keep your scooter in tip top condition.
3. Be the first to hear about special offers and new products.
4. Be in with the chance to WIN £100 worth of Micro scooter vouchers.

MICRO-SCOOTERS.CO.UK/REGISTER-YOUR-SCOOTER

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 email info@micro-scooters.co.uk for more details.
- If you are a consumer, the warranties referred to above are in addition and do not affect your statutory rights.

- 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, provided that you pay the transportation charges; and
 - The products(s) are returned in their original condition and packaging; and
 - The product(s) are returned 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

- Complete the form below to tell us what you are returning.
- Ensure that you have enclosed all accessories, in box warranties and any other material supplied unless informed otherwise.
- Please send the return to the address shown below, at your cost and obtain a proof of sending for your own records as you are responsible for the safe transit of the item to us.
- 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 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. You are liable for the costs of returning the product.
- 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, please telephone us on 0333 320 1030 or email us at info@micro-scooters.co.uk. In the event that you are entitled to a replacement or repairs in accordance with our Terms and Conditions, transportation charges will not apply.

RETURNS FORM

Returns address: Micro Scooters Returns, Unit 4 Follingsby Park, Gateshead, NE10 8HQ

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

A Helmet doesn't fit	B Incorrect item chosen	C Item does not fit the scooter	D Item/Colour not same as image	E Poor quality	F Product faulty/damaged	G Item arrived too late
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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