

## **Terms & Conditions**

**Warranty Policy** We are official dealers for all of the products that we supply and offer the goods with the normal manufacturer's parts warranty, typically 12 months, subject to the exclusions detailed below.

**General warranty exclusions:-** Parts which need adjustment, re-setting, replacement or repair due to abuse, fair wear & tear or to suit the individual needs of the user i.e. tyres, lap belts, bulbs, plastic shrouds and upholstery (damaged post receipt) , motor bushes, normal battery degradation, wheelchair brake adjustment, circuit breaker resetting, resetting user-induced problems on riser-recliners - cleared by disconnecting/re-connecting hand control etc.. Where call-outs occur for such items the purchaser will remain liable for the call-out, parts and labour costs. - Damage attributable to misuse or accident for which we cannot be deemed responsible.

**Delivery & Returns Policy** In most cases we are able to deliver mobility products and living aids within 14 days (many within 5 days). However, due to the nature of mobility products and living aids, some specialist items are produced to order.

As part of the conditions of sale customers are required to inspect all goods on receipt and are to annotate the Courier's documentation with details of damage to either the packaging or the goods themselves. Where this is not done, and the Courier subsequently disputes liability, then CCF Mobility, will not be responsible for the costs associated with repair or replacement. In all cases, damage to goods is to be reported to CCF Mobility **within 24 hour of delivery.**

When you buy from us you have a cooling off period of seven days from the day you receive the goods. This means that if you decide that you do not want the mobility product supplied then you can receive a full refund within 30 days provided that you notify us in writing within seven days of the receipt of goods that you want to return it. You will remain liable for the actual carriage costs incurred by CCF Mobility for both the issue and return of the goods. To claim under these terms the mobility product must be unused, in the original undamaged packaging and the product must not be damaged in any way. Mobility products that are specifically tailored to the individual and/or ordered in specifically for you are **excluded** e.g. rise & recline chairs in a size/fabric of your choice, special order wheelchairs made to your specific requirements etc.

**In all cases a returns form must be filled in within seven days of receipt of goods, forms can be obtained from [info@ccfmobility.co.uk](mailto:info@ccfmobility.co.uk)**

CCF Mobility complies fully with the Consumer Protection Regulations and this will not affect your statutory rights.