

Product Choice

If you feel you require advice or guidance on your product selection then please call our customer service team on 07538 095431.

Delivery

Depending on the product(s) that you have selected you will either receive your product by Pallex(tm) or Hermes(tm), our national courier partners. In the case of scooters and powerchairs it will be delivered at a mutually agreed time by one of our trained engineers or by Pallex(tm). If for any reason you are unhappy with the parcel you receive (i.e. the box or package is damaged) please refuse delivery of the item and contact our customer services team, on 07538 095431, who will arrange for a replacement item to be sent.

Seven-Day Delivery RETAIL ITEMS ONLY

We endeavour to process all payments and orders within one full working day, leaving six remaining working days for shipment of goods and delivery to your chosen address. Our standard shipment time is five to seven days for none mobility products. If you do require next-day delivery please contact our customer services team after placing your order on 07538 095431. In peak months the delivery schedule estimate above may be affected by factors outside of our control, but we will keep you informed at every step.

This may exclude products which are delivered by our trained engineers or products specifically bought or Bespoke items manufactured to order. For further information please contact our customer services team on 07538 095431. If an incorrect delivery address is supplied or you are not available to receive your product(s) at the agreed delivery time, a redelivery charge of up to £75.00 may apply.

Returns and Refunds RETAIL ITEMS ONLY

In accordance with the Distance Selling Regulations, Ebor Mobility gives customers a cooling-off period of 14 days, after the delivery date, in which orders can be returned. Upon receipt of the goods, if you need to return or exchange the product(s) you will be personally responsible for return delivery and any associated costs. We do recommend that you pay for a tracked/signed delivery for your protection. If you would like to return or exchange your non-mobility products please contact our refunds and exchanges department, on 07538 095431 between Monday and Friday at 9:00 a.m. to 5:00 p.m., who will note down your request and action accordingly.

Any returned product(s) must be complete and where possible returned with their original outer packaging. You have a statutory duty to take reasonable care of the goods whilst they are in your custody and control. Where necessary Ebor Mobility reserves the right to pursue costs in relation to any damage on returned goods where it is deemed that you have not taken reasonable care of the product. This may include the cost of parts, materials, packaging, labour, and any subsequent loss to Ebor Mobility where we deem that reasonable care has not been taken. Any made-to-order or "bespoke" items are exempt from the 14 day cooling-off period, and as such we reserve the right to refuse the return or charge a fee to cover the costs of manufacture. For further information, please feel free to contact the refunds and exchanges department on 07538 095431.

Cancellations

We work hard to see that our products are dispatched quickly. If you cancel your order after it has already been dispatched we will consider it a return and the above policies apply. Any cancellation made before the product is dispatched will be eligible for a full refund.

Payments

Ebor Mobility accepts payments through cheque, postal order, over the telephone, by cash, or by PayPal(tm). All orders are processed by our customer service agents who are fully compliant with both Data Protection and Computer Misuse Acts. All orders from outside the UK mainland will be subject to a postage and package charge, which will be detailed to the customer prior to the shipment of goods. All personal information gathered is for the sole purpose of processing customer orders and is not passed to any other party. This data is securely destroyed after use.

Ebor Mobility accepts the following credit and debit card payment methods: Visa(tm), MasterCard(tm), Maestro(tm), Switch(tm), Solo(tm), JCB(tm), American Express(tm), Delta(tm), and Visa Electron(tm). Ebor Mobility accepts payments via PayPal(tm) to enquiries@ebormobility.co.uk. Please include delivery address and product details whilst paying using this method. Where cheques are used for payment they should be made payable to "Ebor Mobility". Please allow five working days from the date of receipt to enable the cheque to clear before the shipment of goods.

Product Specifications

Ebor Mobility has taken steps to ensure that all the product information featured on this website is accurate and up-to-date. However, the product specifications contained on this website are for information purposes only, as products are continually updated. Ebor Mobility reserves the right to change the product specifications at any time without notice. Therefore all product specifications should be confirmed with the respective manufacturers.

Privacy

All personal information gathered is for the sole purpose of processing customer orders and is not passed to any other party. No financial details will be stored by Ebor Mobility.

VAT Exemption

Individuals who are chronically sick or disabled, and whose products are for personal use, along with all charities where the product(s) are made available to a disabled person for their own personal or domestic use, may be eligible for VAT exemption. The majority of Ebor Mobility prices do not include VAT, unless otherwise clearly stated. Provided the "VAT exempt" checkboxes are ticked, along with stating the condition whilst checking out your order, VAT will not be added unless a particular product has compulsory VAT. Orders which are received without ticked exemption will incur the VAT charge, which will be highlighted clearly to you through our order process. Should you have any queries please contact our customer service team on 07538 095 431.

Guarantee

Ebor Mobility Guarantee is for Parts only and is on a RETURN TO BASE Basis , i.e does not cover labour or callout charge. Where you cannot return the item to be repaired a callout fee and labour costing will be quoted before any diagnosis or repair work is carried out.

Manufacturer warranties and Ebor Mobility Guarantee do not affect your consumer rights.

Our warranty does not cover items used outside of the UK mainland and does not include the cost of the hire of a replacement product(s). For items purchased outside of mainland UK, we can provide a return to base warranty at our discretion and at your cost.

Our warranties provide coverage only if you maintain or use the product as directed. For example, our warranty covers only personal uses - as opposed to business uses - of the product. If there are multiple users of the product then we would not cover any product faults.

Please note that if you have made any modifications to the product then this invalidates the manufacturer's warranty and Ebor Mobility`s guarantee.

The majority of our products are guaranteed for 12 months by the manufacturer. However, some products are guaranteed for longer. If any problems are experienced with the product(s), please contact our customer service team on 01904 595578 or alternatively email us at enquiries@ebormobility.co.uk. We recommend that if you are unsure about any of the terms and conditions relating to purchasing goods through our website, eBay(tm), Preloved(tm), Facebook(tm), or even from the showroom, that you seek independent advice before making a purchase