



RETURNS AND REFUNDS POLICY

Your Legal Rights

When you buy goods from a business, in law you have several rights as a consumer. These include the right to claim a refund, replacement, repair and/or compensation where the goods are faulty or misdescribed.

Our Policy

Returns

Travelability UK prides itself on providing the highest quality products.

New products purchased from us are guaranteed for 12 months. Pre-owned products are usually guaranteed for 1, 2 or 3 months (please see your sales receipt for details).

Should you encounter a problem with your product during the guarantee period, one of our engineers will endeavour to fix the issue at no cost to the customer, unless

- it is believed that the reason for the fault is due to deliberate damage of any kind through improper use or not following the instructions (e.g.) by not charging the machine as recommended or allowing the machine to be damaged by water
- the product has been damaged due to collision
- the problem is due to normal wear and tear (e.g.) bulb/fuse failure, punctures etc.
- the product has not been serviced as per manufacturer's instructions

In the unlikely event that we are unable to fix the issue, we will be happy to exchange your product for a new one. This will be the same as the product purchased or a like for like product to the same value or higher.

Please note boot scooters and foldable powerchairs are to be returned to the shop, should any problems occur. If you are unable to bring your product back to the shop, you may be charged a call out fee.

Refunds

Refunds will not be issued for reasons other than,

- if we cannot resolve a fault with the product and a like for like replacement cannot be given; or
- it is proven that the machine has been mis-sold or was not as described.

Refunds cannot be issued for those who have changed their mind about the product.

If you have any problems, please contact us.

Whitley Bay: 0191 252 2444

Wallsend: 0191 447 1150