

Active Bike Co Ltd

Terms & Conditions for Supply of Services & Goods

2020 Update - COVID-19

Collections & Deliveries

We ask customers and employees to maintain the social distancing gap as recommended in Government Standards. We will make and try with customers to keep to scheduled appointments and use mobile phone technology over physical touching of doorbells etc. If it secure to do so we recommend customers bring/leave their bike outside the access point to the house and this is where we will return bikes to.

PPE

We will handle the bike wearing gloves and disinfect the bike and operate with gloves at all times. Our tools, workshop and hands will be regularly washed and disinfected to reduce the risk as far as possible and we will work to social distancing recommendations and where practical.

1. General:

1. Active Bike Co Ltd operates <https://www.activebike.co> site
2. Active Bike Co Ltd, is a supplier of all mobility-related services and goods with a particular focus on bicycles and scooters
3. A customer - is an individual or business that purchases the goods or services produced by Active Bike Co Ltd.
4. We quote for each individual service or supply request to meet individual requirements and for maintenance and mechanic work only after physically seeing the job.
5. Quotes are based around our Price Menu found on the website.
6. Quotes are written or verbal and is an opinion that is open to error and therefore our advice does not construe acceptance of liability for any inaccuracies.

7. We will advise whether work is urgent and gain approval for any work to be carried out. We will also advise of any items likely to need to be replaced within the next year.
8. All work undertaken is insured.
9. All prices are in Pound Sterling (£) and subject to VAT.
10. By using our website or services you are consenting to Active Bike Co Ltd using your data and our full Privacy Policy can be found on our website.

2. For Service and Repair work the Customer agrees:

1. That they are the owner of any mobility product to be worked on or have authority from the owner to ask Active Bike Co Ltd to service or repair it.
2. To pay Active Bike Co Ltd for any and all work commissioned, including additional cost work upon receipt of the invoice or request for payment.
3. To pay by cash or bank transfer.
4. To pay up to a 50% deposit for jobs over £200 in value ex VAT before any work commences.
5. All parts remain the property of Active Bike Co Ltd until payment is received in full.
6. Late payments will incur an 8% above the bank of England's base rate, together with compensation at the rate of £40 per invoice.
7. That any items left with Active Bike Co Ltd for more than 28 days after the invoice are assumed to be abandoned and Active Bike Co Ltd will take steps to dispose of the item. Storage of said item will incur a further storage charge of £20 per day until disposal.
8. That specifically requested parts, if not required will be charged at full retail price unless subject to the supplier returns policy they can be returned and refunded. Any costs to return will be paid by the customer.
9. Active Bike Co Ltd are not liable for items that don't arrive on time or out of stock items that show in stock at the time of ordering.

3. For good supply services the customer agrees:

1. That they have the purchasing authority to complete the purchase.
2. All orders should be paid in full upon receipt of the invoice and Active Bike Co Ltd will only confirm the order upon receipt of this money and subject to stock and supply availability.
3. Substitute products of the same value of the same quality will be supplied if the specified product is not available at the time of ordering.
4. Active Bike Co Ltd are not liable for items that don't arrive on time or out of stock items that show in stock at the time of ordering.

4. Warranties:

1. All goods supplied come with the manufacturers warranty.
2. All warranties are subject to the appropriate use of goods and services.

5. Complaints

1. Any complaints about workmanship or service should be sent in writing to admin@activebike.co where we will endeavor to investigate and decide on the appropriate course of action within 30 days.

Active bike Co Ltd reserves the right to amend these terms and conditions without notice.