



## **TERMS & CONDITIONS**

### **1. CONTRACT**

Payment for goods or services must be made in full prior to leaving the shop.

### **2. REPAIRS**

A quotation will be given at the time the bike is brought into the shop for repair. Any additional work noted at the time of the repair will be advised by telephone or email and a quotation given for the additional work (labour and parts). With the variety of bikes in existence it may be necessary for parts to be ordered and this will ultimately delay the repair (particularly if the part is in short supply, as many of the parts must be imported by the distributor as they are not manufactured in the UK

### **3. REPAIR VOUCHER SCHEME**

At the time of the repair you must indicate that you are in possession of a Bike Repair Voucher (value £50) and this voucher must be delivered to the shop and the bike being presented for the repair must be the same as indicated on the voucher. We will not be able to accept a voucher with incorrect details matching the bike. You will also be required to present formal identification that you are the recipient of the voucher which can be in the form of a credit or debit card, photo driving license and in addition you are required under the terms and conditions of the Bike Repair Scheme to have proof of address which can be a utility bill, council tax bill etc. The staff will take a photo of the bike which is needed for Love My Bike Shop Ltd to redeem the value of the voucher. Any additional charges over and above the value of the voucher for the repairs undertaken should be paid for on the collection of the bike after repair.

### **4. PURCHASING A NEW BIKE**

Purchasing a new bike will be covered under the terms and conditions of the manufacturer which is usually a guarantee of 12 months. These conditions only apply if the Bike is used in an acceptable manner. Love My Bike Shop Ltd will offer a free service after three months from the date of purchase to check that the bike is in good working order. Parts needing replacing due to normal wear and tear will be at the owner's expense, but we will not charge for any labour.

### **5. PURCHASE OF COMPONENTS**

It is the responsibility of the purchaser to ensure that he or she is purchasing the correct component for the bike. If the purchaser makes a mistake at the time of the purchase and returns the goods without the packaging or component being damaged, then Love My Bike Shop Ltd will exchange the goods for the correct item without any penalty and the purchaser should pay any additional fees for the new component over and above the original cost.

### **6. PURCHASE OF ACCESSORIES**

Any goods returned to the Love My Bike Shop Ltd because of an incorrect purchase will be exchanged for a new item providing the packaging or accessory has not been damaged.