

E-MOTION ELECTRIC VEHICLE COMPANY LIMITED

373 Cricklade Road, Swindon, SN2 1AQ. Tel 01793 251200.

email@e-motionevc.co.uk. / www.e-motionevc.co.uk

Please read these terms carefully, and print and keep a copy of them for your reference.

About Us

This website is owned and operated by E-Motion Electric Vehicle Company Limited, 373 Cricklade Road, Swindon, SN2 1AQ.

If you need to contact us, please e-mail us at email@e-motionevc.co.uk or call us on 01793 251200.

VAT number: 971842788

Company registration number: 6866403

Orders

When you place an order with us, you are making an offer to buy goods. We will send you an e-mail to confirm that we have received your order.

Once we have checked the price and availability of the goods, we will e-mail you again to confirm that we accept your order, and that a contract has been made between us. We will not take payment from you until we have accepted your order.

In the unlikely event that the goods are no longer available, or that we have made a pricing mistake we will advise you of this. You will not receive an e-mail confirming acceptance of your order, and there will be no contract between us.

How to place an order

Orders on e-motionevc.co.uk can only be processed in English, please contact us if you wish to order in an alternative language. When browsing a product you wish to purchase click the 'Add to cart' button, this will then add it to your shopping cart. Your shopping cart shows you the products you wish to buy, their price & quantity. After clicking 'Checkout' at the bottom of the shopping cart page you will be required to enter billing & shipping information before placing your order.

E-Motion EVC Limited uses PayPal to accept and process payments. PayPal offers a secure payment method, for more information please visit www.paypal.co.uk.

Delivery

E-Motion EVC Limited offers free standard delivery on all online purchases. We aim to dispatch orders on the same day when possible, if not the next working day. We ship all electric bike & kit orders via a 24 hour courier. Small packages & accessories are shipped via Royal Mail 1st Class Recorded mail.

Please contact us for additional postage charges for non-mainland areas such as the British Isles, Highlands, Republic of Ireland, Northern Ireland and Europe.

After receiving your package from our courier, please check the contents and notify us as soon as possible after discovering a problem. We will then rectify the situation as soon as possible at no cost to you.

Cancellation and returns

You can cancel your contract at any time up to 7 working days after the day of delivery. To do this, please email us or write to us.

You do not have to give any reason for cancellation. However, a brief explanation will help us to improve the service we offer to customers in the future.

If you cancel you must return the goods to us at your own expense. You must ensure that the goods are packaged adequately to protect against damage. We will happily arrange a courier to collect the items if you contact us; you will be responsible for paying the courier fees.

If you fail to return the goods, we will collect them, and we will charge you the direct cost of collection. If you fail to take reasonable care of the goods before they are turned to us, and this results in damage or deterioration, we will charge you for the reduction value.

This cancellation policy does not affect your legal rights – for example, if goods are faulty or misdescribed.

Faulty goods

If there is a problem with the goods, please contact us. We will deal with the matter in accordance with your legal rights.

Changes to these terms

These terms were last changed on 30th July 2012.

These terms apply to your order. We may change our terms and conditions at any time, so please do not assume that the same terms will apply to future orders.