

Terms & Conditions

VAT

If you are purchasing an item that can be used to help, assist or aid a long term medical condition or chronic illness then you could be eligible for VAT Relief. We will require you to sign a simple declaration form that confirms you are eligible to receive goods at a VAT exempt price. Please download and complete the VAT exemption form below if you are eligible. Once completed please return to ZTW Mobility either by email or post. We cannot send out any goods until either the VAT is paid or we receive a completed VAT exemption form.

Delivery within the UK Mainland

In most cases we are able to deliver mobility products and living aids within 10 working days (many within 5 days).

However, due to the nature of mobility products and living aids, some specialist items are produced to order. Therefore, it is advisable for you to contact us before placing your order so that we can give you an approximate delivery date.

If a product is out of stock we will contact you to discuss the likely delivery time or an alternative product. If any of your ordered items are not in stock with the manufacturer, we will back order for you. You will always be emailed or called with details to ensure that you are kept up to date with the progress of your order, and/or offered alternatives where requested.

We only sell to customers in the UK.

Your items will arrive by either our own delivery vehicles, Royal Mail or courier depending on what is most suitable for your order. Your items will arrive at the shipping address you have specified, and assembly will be required where applicable.

If you have any specific delivery instructions please let us know and we will do all we can to accommodate them.

All goods are carefully packed and shipped as soon as they are available to fulfill your order.

Custom-built items can take up to 6 - 8 weeks for delivery, dependent on the specialised and custom requests being fulfilled. We will always contact you regarding any custom orders and keep you updated as to the delivery dates.

We provide a **FREE** express service with all our Mobility Scooters, Mobile Hoists, Powerchairs, Riser Recliner Chairs and Stair Lifts, and the prices shown on this website include delivery to your door via ourselves or a courier anywhere in the UK mainland. All products under £100 carry a £5.95 Postage and Package charge.

An option of a personal engineer delivery, including set up and demonstration, is also available for an additional £95.00. Please ask when ordering for more details. Delivery is usually within 3/5 working days from the date of order (for all items in stock), but should you require it sooner, let us know and we will make every effort to try and get it there. On Items not in stock or made to order, we will inform you of delivery timescales.

Warranty and Guarantee

Our after-sales service means that should you experience any problems with your products, we will be there to help you. All of our products come with a full 12 months' return to ZTW Mobility guarantee

against faulty manufacture or materials. This warranty does not cover maintenance problems such as flat batteries, punctures and general wear and tear or misuse. In these instances a call-out charge will apply.

Contract Cancellation

Please note that you are entitled to cancel this contract if you so wish, provided that you exercise this right no longer than seven working days after the day on which you ordered the product/s (excluding Sundays & Bank Holidays). If you wish to exercise your right to cancel this contract please call us on **01442 262663** and we will cancel your order. If your order has already been dispatched, please follow the procedure set out in our Returns Policy below.

Returns Policy

We want you to be completely satisfied with the product or products you purchase. If you *are* unhappy with your purchase for any reason, you can return it to us, in an unused "as new" state and in the original packaging, within seven working days of delivery and receive a refund minus a 20% re-stocking charge. Please ensure that you call us on **01442 262663** to obtain a Returns Authorisation Number and returns address, prior to returning any product. **Goods that arrive at our returns department without a Returns Authorisation Number will be refused**, and they will be returned to sender. Any custom built products such as Electric Wheelchairs, Stair Lifts, Hoists, Slings etc, or any products that have been customized in any way, such as with Cup Holders, Stick Holders etc mounted on them, will be exempt from the returns policy. There is a 20% re-stock surcharge on all returned goods and return of goods is the responsibility of buyer including courier charges and insurance. Any goods returned damaged will not be accepted.

Returns address for goods:

**ZTW Mobility
125 Lawn Lane
Hemel Hempstead
Herts
HP3 9HS**

Credit Card Security

Payments made online are taken via Payment Sense. ZTW Mobility will **never** see your bank or credit card details when you pay online. If you are not paying online we will contact you to arrange payment and delivery. We also take credit card payments over the phone.

Privacy Policy

The information we need and how we use it

We are committed to protecting your privacy and we comply with the Data Protection laws applicable to businesses in the UK. We do not disclose our customers' personal information to third parties. We do not send unsolicited e-mails to our customers or potential customers. We only use the information we collect about you to process orders and to provide a more personalised shopping experience. We continually monitor web statistics including site usage and search engine patterns to help us develop the design and layout of our web site. This in no way affects our customers' privacy. When you order from us or make an enquiry, we will require your name, address, e-mail address, phone number and other similar information to enable us to process your request, notify you of acceptance of orders and deliver the goods ordered. We may, unless you tell us not to, pass this information to our couriers or other agents in case they need to contact you to arrange the processing or delivery of your order. As part of our efforts to ensure that you are aware of the latest developments and offers, we would like to use this information to advise you of new products, special offers or changes to our site.