

MOBILITY CONNECT LTD - CUSTOMER TERMS & CONDITIONS

CONDENSED ORDER FORM VERSION - OCTOBER 2026

These terms form part of your contract with Mobility Connect Ltd and should be read with the front of this order form and any written terms specific to your product, finance, insurance or aftercare. Nothing in these terms excludes or restricts your statutory consumer rights.

1. Contract and order. Mobility Connect Ltd is the supplier. Your contract consists of the accepted order, these terms and any specific written requirement or term agreed for your purchase. Please check the order carefully and ensure any important requirement is recorded. A specific written term agreed for your order takes priority over these general terms to the extent of any conflict.

2. Product information and suitability. We can explain product features, specifications, controls, weight limits, portability, ground clearance and intended use, but we do not provide medical or clinical advice. Tell us before purchase about any particular purpose or practical requirement that is important to you. Your statutory rights, including any right relating to fitness for a purpose made known to us, are not affected. Read and follow the manufacturer instructions and any demonstration provided.

3. Price, VAT and payment. The price is the price shown on the accepted order unless an amendment is agreed. Where VAT relief is claimed, you must provide the information and declaration reasonably required; VAT may become payable if the supply does not qualify. Deposits, part exchange, card payments and any balance to finance should be shown on the order. Card and Direct Debit payments may be processed by third-party payment providers.

4. Finance. Mobility Connect Ltd acts as a credit broker, not a lender. Finance is provided by finance providers we work with and is subject to status, eligibility, affordability and the lender's terms. A finance application does not guarantee approval. Your credit agreement is with the lender and is separate from this sales contract. We may receive commission or other remuneration from a finance provider and will make disclosures required by FCA rules. If there is a dispute, do not simply stop finance payments without speaking to the lender. If an order is cancelled or refunded, we will work with the lender where necessary.

5. Delivery. We will give an estimated delivery date or window. Unless we expressly agree that a date is guaranteed or essential, delivery dates are estimates. We will tell you about significant delays as soon as reasonably practicable. You must provide accurate delivery/contact details and reasonable access. A fair additional cost may be charged for a failed delivery caused by materially incorrect information or unavailable access where explained to you. Risk passes when you or your nominee takes physical possession, subject to law.

6. Distance/off-premises cancellation. For a qualifying distance or off-premises contract for goods, you will normally have 14 days after the day you or your nominee receives the goods to cancel without giving a reason. Tell us clearly before the period expires by email to office@mobilityconnect.co.uk or by post to our address below. You may use the cancellation form on this page but do not have to. The right does not apply in every case, including certain goods made to specification or clearly personalised; if an exemption applies we will tell you before you are bound.

7. Returns and refunds after cancellation. Following a valid statutory cancellation, take reasonable care of the goods and make them available for return or collection. You may inspect goods as you reasonably could in a shop; an appropriate deduction may be made if unnecessary handling reduces their value. Return/collection costs will be dealt with as required by law and as explained before purchase. Any refund due will be made within the statutory time limit, normally using the original payment method. Finance-funded refunds will also involve the lender where applicable.

8. Showroom purchases. For a purchase made wholly on our business premises, there is normally no automatic statutory right to cancel simply because you change your mind. This does not affect rights where goods are faulty, misdescribed, not of satisfactory quality, not fit for a purpose made known to us where the legal test is met, or otherwise do not conform. Any change-of-mind exchange or cancellation we agree is discretionary unless a separate written policy says otherwise.

9. Faulty goods and statutory rights. Under the Consumer Rights Act 2015, goods must be of satisfactory quality, fit for any particular purpose where the legal requirements are met, and as described. If goods do not conform, remedies can include the short-term right to reject, repair or replacement, price reduction or final rejection, depending on the circumstances. The short-term right to reject will normally last 30 days, subject to the Act. Repairs or replacements must meet the applicable statutory requirements. Nothing in a warranty or aftercare plan reduces these rights.

10. Warranty and aftercare. The commercial warranty or aftercare package applying to your purchase will be shown or referenced on your order/product documents and is separate from statutory rights. Reasonable exclusions may include accidental damage, misuse, normal wear and tear, punctures, consumables or failure to follow manufacturer instructions. Standard, Platinum Plus or other aftercare may have separate terms for call-outs, batteries, tyres, breakdown assistance, servicing, charges and response targets. Attendance/repair targets are aims unless expressly guaranteed.

11. Insurance. Where insurance is offered, it is provided by the relevant insurer and subject to its eligibility, policy wording, exclusions and terms. Cover is not active merely because a product has been ordered; rely on the insurer/administrator confirmation for the start date and scope of cover. Where authorised, we may pass necessary information to the insurer/administrator. Complaints about Mobility Connect's work can be raised with us; complaints solely about an insurer's own decision may need to be referred to the insurer.

12. Part exchange. If we accept a product in part exchange, you confirm that you own it, may transfer it to us and have disclosed material condition information we asked for. If inspection shows the product is materially different from the description used to agree the value, we will discuss any proposed change before proceeding.

13. Your responsibilities. Use, charge, store and maintain the product in accordance with manufacturer instructions and safety information. Do not knowingly use it outside stated operating limits. Damage caused by misuse, accidental damage, unauthorised modification or failure to follow instructions may fall outside a commercial warranty, without affecting rights relating to an underlying fault.

14. Complaints and privacy. Complaints may be raised under our Complaints Policy. Formal complaints are preferably emailed to complaints@mobilityconnect.co.uk or posted to our address below. Where a matter concerns a lender or insurer rather than Mobility Connect, we may refer or forward it as appropriate. FCA complaint-handling and Financial Ombudsman rights apply where relevant. Personal information is processed under our Privacy Notice; finance/insurance providers also use their own privacy notices.

15. Events outside our control and liability. We are not responsible, to the extent permitted by law, for delay or failure caused by events outside our reasonable control, but we will take reasonable steps to reduce the impact and keep you informed. Nothing excludes liability where unlawful to do so, including for death or personal injury caused by negligence, fraud or fraudulent misrepresentation. We are responsible for foreseeable loss caused by our breach or failure to use reasonable care and skill, subject to applicable law.

16. General. The version of these terms applying to your purchase is the version in force when your contract is made. If any term is unenforceable, the remainder continues so far as legally possible. These terms do not remove mandatory UK consumer protections. Disputes may be brought in the courts having jurisdiction under applicable UK law.

17. Contact. Mobility Connect Ltd, 10 Woodgate Park, Newgate, White Lund Industrial Estate, Morecambe, LA3 3PS. General enquiries: office@mobilityconnect.co.uk | 0800 224 8149. Formal complaints: complaints@mobilityconnect.co.uk. Company No. 07638783.

MODEL CANCELLATION FORM - only use this if you wish to cancel a qualifying distance or off-premises contract

Mobility Connect Ltd | Condensed Customer Terms & Conditions | Version 1.0 | October 2026

To: Mobility Connect Ltd, 10 Woodgate Park, Newgate, White Lund Industrial Estate, Morecambe, LA3 3PS Email: office@mobilityconnect.co.uk	I/We hereby give notice that I/We cancel the contract for: _____
Order no.: _____ Ordered/received: _____	Customer name: _____
Customer address: _____	Signature (paper only): _____ Date: _____