



Speedy Senior® Mobility

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Terms of Sale, Conditions of Return

The Customer accepts the following Terms and Conditions, whether if this form accompanies a shipment or not, upon purchase:

Sale

1. The terms set here apply to all products sold through all transactions, including Ebay and PayPal.
2. The final price paid by the end customer will be in US \$.
3. It is the responsibility of the end customer to completely understand how to operate the product safely and for long-lasting use, by fully reading & understanding the instructions provided. Neither Speedy Senior® nor its manufacturers will take responsibility for the operation by a customer which results in injury or otherwise. All risks and results there from are assumed by the final end user.
4. For customers involved in a periodic payment schedule, late payments are charged at 1% interest per month.

Return

1. Only with authorization in writing may a customer return any product or part to Speedy Senior.®
2. Evaluation:
 - Fourteen (14) days beginning the date of delivery, during which returns are 100% returnable for exchange if defective.
 - Customer agrees to allow Speedy Senior® a minimum of one replacement shipment before a refund is issued, or a 50% restocking fee will be levied towards Customer's original purchase price, the original shipping charge will be fully refunded, and Speedy Senior® agrees to pay the shipping charge back to Speedy Senior.®
 - Customer must keep all packaging for return. Shipping will be paid by Speedy Senior® to and from the Customer, for the return & replacement shipment, only if all original packaging materials and Speedy Senior® preferred method of arrangement is used.
 - Customer allows Speedy Senior® up to 30 days from the date of the return delivery, for inspection and return of any monies, whether or not the one replacement shipment was completed.
 - Shipping Damage:
 - For any shipping damage resulting in broken pieces or scratches, a claim with the shipping company will be filed by Speedy Senior®.
 - Digital pictures sent by the Customer to Speedy Senior® are the quickest way to get the shipping claim resolved, but film pictures are accepted by mail.
 - Broken pieces that cause a scooter to be non-operational will be replaced as quickly as possible, but for major repairs, a maximum of 90 days must be allowed for the shipping claim to be completed.
 - Broken pieces that do not cause a scooter to be non-operational will be replaced as quickly as possible, but no guarantee can be made to those parts' availability.
 - For scratches, no replacement parts are guaranteed, but money awarded from the shipping claim will be sent directly to the Customer as reimbursement.
 - Baskets are often dented upon arrival, and the Customer should make every effort to shape the basket by hand to the original form, as they are quite flexible.
 - Absolutely no guarantee is made for a basket replacement.
 - Speedy Senior will send a new headlight if necessary. It is the Customer's responsibility to install the headlight.
 - If a product is not defective, and the Customer wishes to return it during this evaluation period, the restocking fee will be:
 - NEW: No issues of any type. Restocking fee will be \$100.
 - USED: Normal wear. Restocking fee will be \$200.
 - DAMAGED: Due to poor packaging or otherwise as a direct result of the customer's actions, the restocking fee will be charged according to the amount of work necessary to refurbish the product to sale condition, limited to the cost of complete replacement.
 - Orders under \$200 total will incur a flat 20% restocking fee.
 - The Customer waives the right to file a PayPal dispute. If a dispute is opened by the Customer, and any funds are placed in escrow by the dispute, an immediate \$200 restocking fee will be levied against the return amount, if a return, refund, or exchange results from the dispute.
3. Warranty: Two (2) years from the time of delivery. Batteries & Electrical components are guaranteed for six (6) months only.
 - Customer-assisted repair:
 - Customer will attempt to troubleshoot any issues with guidance from Speedy Senior. Replacement parts will be sent free of charge during the warranty period.
 - Speedy Senior® repair:
 - Customer agrees to ship an individual part, assembly, or the entire scooter back to Speedy Senior® for repairs. Shipping to be paid by Customer to Speedy Senior. Shipping to be paid by Speedy Senior® back to Customer after repair.



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4. Refunds :

- After fourteen (14) days, a non-defective product may still be returned for a refund. All shipping charges incurred will be paid for by the Customer.
- NEW: No issues of any type. Restocking fee will be \$100.
- USED: Normal wear. Restocking fee will be \$200.
- DAMAGED: Due to poor packaging or otherwise as a direct result of the customer's actions, the restocking fee will be charged according to the amount of work necessary to refurbish the product to sale condition, limited to the cost of complete replacement.
- Orders under \$200 total will incur a flat 20% restocking fee.
- The customer may not bill Speedy Senior for any costs associated with repair services provided by any other service shop, unless prior approval has been given.

5. Non-Warranty (after 2 years):

- Repair only. Speedy Senior[®] cannot guarantee availability of parts or service for any product past the warranty period.
- Shipping to and from Speedy Senior[®], as well as any replacement parts, will be paid for by the Customer.
- Labor hours free of charge.

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