



Cancellation & Returns Policy

In the unlikely event that we have made a mistake with your order, contact us and we will arrange to send you the correct item.

You have the right to return your order within 14 calendar days of receiving the goods. After this period, we cannot accept ANY returns.

We will refund all items returned to us.

To receive a full refund, the product(s) must be returned complete and in an undamaged state.

If the product(s) is not returned in the original condition, Mendip Mobility Limited reserves the right to charge for repair or replacement of any product(s).

We're happy for you to unpack the item and inspect it properly. However, if you've used or installed it we only make a partial refund to cover the loss in value of the product. This could be up to 50% of the price of the item.

Unfortunately, we cannot accept returns on products(s) that are made to order.

A refund can only be given if the product(s) arrives faulty, damaged or incorrect.

Engineered Collection Policy

Where goods need to be dismantled to enable return we can arrange to send a mobility technician to collect the product from you at a convenient time. If this service is needed, please notify us by phone or writing within 14 Days of the product being delivered. By ordering this service you agree to pay a cost of £50.00 (confirmed beforehand) as an engineer service fee.

Unfair Contract Terms

The Company has drawn these Terms of Business in accordance with the Consumer Rights Act 2015. If the buyer deems these to be unreasonable, they must inform the Company in writing before any contract is made.

Where we cannot resolve any complaints using our own complaints procedure as a Which Trusted trader we use Dispute Resolution Ombudsman for dispute Resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 03332413209 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/> (<http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>).

Our Warranties and Guarantees are not insurance backed.