



TERMS & CONDITIONS

1. General

All contracts entered into between Able-Aid (hereinafter called the 'Seller') and any person, firm or company (hereinafter called the 'Buyer') purchasing goods from the Seller shall be subject to the following terms and conditions, and the placing of an order by the Buyer shall be considered as acceptance of these conditions.

2. Payment via Invoice

Payment is strictly net and due within 30 days of date of invoice. In the case of non-accredited customers and / or any invoice marked 'C.O.D.' payment is required at the time of delivery. The seller reserves the right to charge interest on accounts outstanding beyond the time specified in this condition, the rate of interest being 12% per month until payment is received.

3. Quotations and Prices

Published prices and quoted prices, while given in good faith, are subject to change without notice due to suppliers' price fluctuations and other causes beyond the Seller's control. Prices apply only to the stipulated quantities and do not necessarily hold for lesser quantities; discounts may be available for larger quantities. All prices are subject to Value Added Tax at the rate ruling at the time of dispatch, unless the Buyer qualifies for exemption.

4. Delivery

Delivery charges may apply depending on the order value and the proximity of the Buyer's specified delivery location. For orders that are delivered via parcel and post, we will charge a £5 base cost of delivery to all areas.

For deliveries fulfilled by our team, restricted to Essex locations, orders of a value under £150 incur a £10 charge for SS postcodes or a £20 charge for CM and RM postcodes. Orders of a value between £150 and £400 incur no charge for SS postcodes or a £20 charge for CM and RM postcodes. All orders above £400 are free of charge within the SS, CM and RM postcode areas. Orders made from beyond this vicinity will be charged the incurred carriage/courier costs.

Unless otherwise instructed by the Buyer, the balance of any part delivery will follow as soon as possible under separate invoice.

5. Returning an Item

Goods correctly supplied may not be returned without the Sellers' written consent, and application for such consent can be considered only within seven days of the invoice date. Duly authorised returns must be sent at the expense of the Buyer, and the Seller reserves the right to impose a handling / restocking charge of 20% on such goods. Non-stock items, bespoke or tailored products, obtained for the Buyer to special order, cannot be returned under any circumstances.

As an alternative to the return options provided by your statutory rights, customers may return items purchased from Able-Aid under the following terms:

1. Returns made under this Returns Policy must be made within a specified time period following the date of purchase:
 - i) Online purchases are subject to a 14-day 'cooling off' period in which the buyer can notify the seller of their desire to return the item. From the date of notification, the buyer has another 14 days to return the item.
 - ii) In-store or in-person purchase are subject to a 7-day return period.
2. Items to be returned must be in perfect condition.
3. To start the returns process, you should email us at sales@able-aid.com, requesting a return in accordance with this Returns Policy. Include your name, identification of your order (e.g. an order number), and details of the item(s) you want to return.

6. Entitlement to a Refund

When a return is made following the requirements and procedures set out in this Returns Policy, a customer is entitled to a full refund of the price they paid for the item(s):

1. Taking into account any discounts that were applied at the time of purchase.
2. Minus our return fee of £15 per item under £150, and £50 per item above, for which a return is made under this Returns Policy. No return fee will apply to returns made outside of this Policy, e.g. returns made in accordance with your statutory rights.

7. Guarantee Policy

All new mobility and care products purchased from us are supplied with a 12-month guarantee for your peace of mind. This guarantee applies to our full range of products, including mobility scooters, wheelchairs, care beds, powerchairs, hoists, riser recliners, and care chairs. The guarantee covers manufacturing faults and defects arising from normal use during the guarantee period.

Our pre-owned, user-approved products are supplied with a 3-month guarantee. These items are carefully checked prior to sale to ensure they meet our quality and safety standards, offering customers a reliable and cost-effective option.

This guarantee does not affect your statutory rights and is subject to normal terms and conditions, including correct use and maintenance of the product.

8. Processing Returns

Once we have received an item you wish to return:

1. We will check the item you have returned within, wherever possible, 7 days. We may be able to check items returned in-store immediately.
2. If we confirm that the item and your returns procedure comply with the requirements set out in this Returns Policy:
 - a. We will let you know that your return has been received and accepted.
 - b. You will receive a refund via your original payment method, usually within 7 days of a return being accepted. Or, if an exchange is available and agreed to instead, your new item will be given to you or delivered to you within our usual delivery timeframes.
3. If the item returned or your returns procedure does not comply with the requirements set out in this Returns Policy:
 - a. We will let you know why your return has not been accepted.
 - b. We may offer a reduced refund (e.g. if an item is returned damaged).
 - c. You will have the option to take the item back (note that you may be required to pay for shipping if necessary).

9. Exchanges

If you wish to exchange an item purchased for another item (e.g. the same product in a different size or colour), you should return the purchased item as usual (i.e. as set out above) and, during the returns process, indicate your wish to exchange your item for a new item and specify exactly which item you wish to exchange for. Then:

1. If the requested exchange is possible, we will send or give the new item to you once the item being returned has been received, the return has been approved, and you have paid the return fee as requested by us.
2. If the requested exchange is not possible (e.g. because the requested item is not in stock or has a different price), we will inform you of this and provide a refund instead. You may then choose to purchase an alternative item from us by starting a new purchase.

10. Items Not Eligible for Return

Please note that certain items are not eligible for return under this Returns Policy, unless they are faulty or not as described. These include:

1. Customized or bespoke products that have been made to your specifications (e.g. custom-fabric recliners, tailored mobility aids or personalised items).
2. Personal use or hygiene-sensitive items, such as toilet seats, commodes, incontinence products, or items that have been unsealed and used in a way that makes them unsuitable for resale due to health protection or hygiene reasons.
3. Items that have been damaged or altered after delivery, except where this damage or alteration was necessary to inspect the item or due to a fault with the item.

If you are unsure whether your item falls into one of these categories, please contact us before initiating a return.

11. Damaged / Faulty Goods

Damaged / faulty goods or short deliveries must be notified to the Seller within three days of delivery and the goods and packaging material retained for inspection, otherwise no liability can be accepted. The Seller's liability in respect of faulty goods shall be limited to giving the Buyer the benefit of any guarantee given by the manufacturer of such goods.

12. A Customer's Statutory Rights

The returns process provided under this Returns Policy is provided in addition to customers' statutory rights and this Returns Policy does not diminish these statutory rights in any way – it simply provides our customers with an additional returns option. A customer has a statutory right to a refund in certain circumstances. For example, you may have a right to a refund if a product is not of satisfactory quality or not fit for purpose. Or, if you're a consumer, you may have a right to simply change your mind and cancel your order in certain circumstances (i.e. your cancellation rights).

Exactly which rights apply to your situation will depend on the circumstances of your purchase. For example, whether you purchased as a consumer or a business; whether you purchased online or in-store; and whether you purchased digital content or other items. For more information on your rights in relation to your purchase you can contact us at sales@able-aid.com to request a copy of the relevant Terms and Conditions. To ask which of our Terms and Conditions are applicable to your purchase, or to request more information about your rights.

13. Title to Goods

The property in the goods shall remain vested in the Seller and shall not pass to the Buyer until the Buyer has made payment in full of the purchase price. So long as the property in the goods remains vested in the Seller, the Seller shall be at liberty at any time to retake possession thereof and for that purpose to enter upon any premises of the Buyer. Notwithstanding the foregoing, the goods are at the entire risk of the Buyer from the point at which delivery is made.

14. Legal Construction

These terms and conditions and all contracts to which they apply shall in all respects be governed and construed in accordance with English Law and shall be subject to the jurisdiction of the English Courts.