ForwardMotion Cycle Hub

Christmas club 2019

Terms and Conditions, used recycled cycle

1. **Joining the club**
   1. You will need to supply a photographic form of identification when joining the club, i.e. driving licence, passport or other, a copy of which will be taken
   2. A signed agreement must be completed upon joining the club
   3. A minimum deposit of £10 will need to be paid at the time of joining the club for each cycle purchased
2. **Payments**
   1. All payments must be made in cash
   2. All money received will be recorded and a signed receipt will be given as your record of payment
   3. Payments can be made at any time within the opening times of Thurrock Cycle Hub
   4. Payments can be of any value, no set amount, pay as and when you are able
   5. Any cycle or accessory ordered remains the property of ForwardMotion Cycle Hub until payment has been received in full and they have been collected
3. **Storage & Collection**
   1. The cycle will be stored free of charge up to and including Saturday 21st December, this is the last day which the cycle(s) can be collected from the Thurrock Cycle Hub prior to Christmas
   2. We accept no responsibility if the cycle(s) is/are not collected by the Hub closing time on the 21st December 2019, the next available collection date will be Friday 3rd January 2020
   3. If the cycle is not collected by Friday 31st January 2020, the cycle will be offered to the public for sale. If this happens you can claim a refund as set out in 6 below
   4. You must notify us at least 48 hours in advance of when you are collecting the cycle as it may be in storage at a different location, failure to do so may mean your cycle is not at the Thurrock Cycle Hub
   5. We do not offer a delivery service
4. **Cycle Accessories**
   1. The cost of any cycle accessories must be paid on or before 30th November 2019
   2. After the 30th November 2019 accessories cannot be refunded
   3. If a cycle purchased with accessories is refunded after the 30th November, the accessories will be provided to you, subject to a service charge of £15 for fitting and removing them, which will be taken from your refund
5. **Changing or cancelling purchased product**
   1. You can request a change to your choice of cycle(s) and/or the colour at any time, subject to stock. After the 30th November 2019 this will be subject to a service charge of £15 If any accessories have been fitted
   2. You can cancel the order at any time but your refunds are subject to the terms of this agreement

1. **Refunds**
   1. All refunds will be made in cash only to the person who signed the agreement and a photographic form of identification must be produced at the time of the refund
   2. If the cycle(s) has/have been fitted with any accessories, the value of these will not be refunded
   3. All receipts will need to be produced and surrendered at the time of the refund
   4. Any refund must be requested to the Cycle Hub prior to 29th February 2020.
2. **General**
   1. Any phrasing written as singular may be read as plural where more than one cycle is purchased under this agreement
   2. Nothing in this document affects your statutory rights