

ForwardMotion Cycle Hub

Christmas club 2020

Terms and Conditions, new bicycle

1. Joining the club

- 1.1 You will need to supply a photographic form of identification when joining the club, i.e. driving licence, passport; a copy of which will be taken.
- 1.2 A signed agreement must be completed upon joining the club
- 1.3 A 10% deposit will need to be paid at the time of joining the club, this will become non-refundable after 30th November 2020

2. Payments

- 2.1 All payments must be made in cash
- 2.2 All money received will be recorded and a signed receipt will be given as your record of payment
- 2.3 Payments can be made at any time within the opening times of Thurrock Cycle Hub
- 2.4 Payments can be of any value, no set amount, pay as and when you are able
- 2.5 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

- 3.1 The cycle will be stored free of charge up to and including Thursday 24th December, this is the last day which the cycle can be collected from the Thurrock Cycle Hub prior to Christmas
- 3.2 We accept no responsibility if the cycle is not collected by the Hub closing time on 24th December 2020, the first collection date after the holiday will be Tuesday 5th January 2021.
- 3.3 If the cycle is not collected by Saturday 30th January 2021, the cycle will be offered to the public for sale. If this happens you can claim a refund less 10% of the retail value of the cycle.
- 3.4 You must notify us at least 48 hour in advance of when you are collecting the cycle as they may in storage at a different location, failure to do so may mean your cycle is not at the Thurrock Cycle Hub
- 3.5 We do not offer a delivery service

4. Cycle Accessories

- 4.1 The cost of any cycle accessories must be paid on or before 28th November 2020
- 4.2 After the 28th November 2020 accessories cannot be refunded
- 4.3 If a cycle purchased with accessories is refunded after the 28th 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

- 5.1 You can change your choice of cycle and/or colour up to the point of ordering Saturday 28th November 2020, after this date the cycle will have been ordered and no changes to the order can take place.
- 5.2 If you decide you want to cancel your order completely, you have until 28th November 2020 but refunds are subject to the terms of this agreement

6. Refunds

- 6.1 All refunds will be made in cash only to the person who started the club and the initial form of identification must be produced at the time of the refund
- 6.2 If the bicycle has been ordered from the manufacturer, the initial 10% paid up on joining will not be refunded
- 6.3 All receipts will need to be produced and surrendered at the time of the refund, failure to surrender a receipt will mean no refund can take place.
- 6.4 Any refund must be requested to the Cycle Hub prior to 26th February 2021.

7. General

- 7.1 Any phrasing written as singular may be read as plural where more than one cycle is purchased under this agreement
- 7.2 Nothing in this document affects your statutory rights