



ORDER FORM

Name

Address

Postcode

Tel. No.

E-mail

Please supply

Happylegs £290 (zero rated VAT)\*

Happylegs £348 (standard VAT)

Accessories

Set of footstraps £10

Manos Sanos Hand & Finger Massager £60

Delivery

Postage **£8.00**

**Total** £

If you have a promotional code, please enter here

I enclose a payment cheque made payable to WheelchairSteve Ltd

Signature

Date

Post to WheelchairSteve Ltd, 1 Warbeck Close, Newcastle upon Tyne NE3 2FF

Email to [happylegs@wheelchairsteve.com](mailto:happylegs@wheelchairsteve.com)

Phone orders: 07834-760375 On-line orders: [www.wheelchairsteve.com/happylegs](http://www.wheelchairsteve.com/happylegs)

**ZERO-RATED VAT** If you qualify for VAT exemption on purchases of homecare products your order must be accompanied by a separate signed declaration form. This form can be supplied on request or downloaded from our website at [www.happylegs.co.uk](http://www.happylegs.co.uk).

“WheelchairSteve Promotions” is a trading name of WheelchairSteve Ltd  
1 Warbeck Close, Newcastle upon Tyne NE3 2FF UK  
Company Registration No: 05810378 VAT Registration No: GB 192 1958 81

## TERMS AND CONDITIONS

### OUR AGREEMENT WITH YOU

Please read these conditions carefully before placing an order.

### ACCEPTANCE

The agreement between us will come into force when we accept your order on these conditions. Our agreement will be made up of your signed order, or written quotation and these conditions which shall not be varied, nor shall any other terms and/or conditions apply to the agreement unless we agree to it in writing.

**IF YOU DO NOT WISH TO BE BOUND BY ANY PART OF THESE CONDITIONS YOU MUST MAKE SURE THAT WE AGREE THE VARIATION WITH YOU IN WRITING BEFORE THE ORDER IS PLACED.**

### QUOTATIONS

Our quotation is based on information you provide to us together with information, which is gathered by our employees. It is your responsibility to check that the information you provide to us is accurate. All quotations issued by us shall be valid for 30 days unless we agree otherwise in writing.

**DELIVERY TIME** The initial delivery times, which we quote are based on information available to us at the time we issue the quotation. We will give you a firm delivery date when we accept your order. We are not liable for any reasonable or unavoidable (as a result of events beyond our reasonable control) delay in delivery of product.

**WARRANTY** Will rectify and defects in the goods arising out of faulty materials or workmanship for a period of 24 months (excluding consumable items) the PSU and remote control for 12 months after delivery unless the repairs, replacements, adjustments or reason for fault are due to: Wilful or accidental damage, misuse or neglect or Unauthorised alterations or additions; or Any cause beyond our reasonable control; or Any alteration, or attempted repair which you have made without approval; or Any failure to follow our instructions If you do not make any payments on time in accordance with our payment terms our warranty will not be valid. Your statutory rights are not affected by anything in this warranty or these conditions.

**QUALITY OF GOODS** We will take reasonable care and shall make sure that the goods we supply are of satisfactory quality.

**PRICE OF GOODS** The price of goods is the price set out on the order form. The price includes: (where applicable) Value Added Tax at the current rate at the date of supply or delivery.

**VAT EXEMPTION** VAT can only be zero rated on receipt of a signed and valid VAT exemption certificate by an eligible person under paragraph one (1) of VAT Notice 701 / 7 / 86 Reliefs for Disabled People

**PAYMENT** Subject to any special terms we have agreed with you, you agree to pay for the goods prior to despatch.

If you do not make the payment within 7 days of the date it is due, we reserve the right to charge you interest on the overdue amount (at the rate of 2% above the base rate from time to time of the Santander Bank) until we receive payment.

**LIMITS OF LIABILITIES** Except for death or personal injury caused by our negligence we will not be liable for any indirect, special or consequential loss (including any loss of profit or goodwill) which is not a reasonably foreseeable consequence or a breach of this agreement. We will also not be liable for direct damage or loss of any nature caused or contributed to by any defect in or failure (where partial or complete) of any part, material or design which was not wholly provided by us and which we could not reasonably have been expected both to inspect and test exhaustively. We will not be responsible after delivery for any damage relating to materials supplied, or to work done by us and occasioned by any cause not wholly within our control.

**CANCELLATION** You may cancel the order after we have accepted it and receive a refund if payment has been made. This must be done within 14 days of placing the order. If the goods have been delivered you must return them and you may be liable for the delivery costs. If the goods are damaged or show signs of wear we reserve the right to deduct a reasonable sum to cover the costs of repairing or refurbishing the goods.

### CANCELLATION POLICY

**a. GOODS CANCELLED PRIOR TO DELIVERY** If you wish to cancel your order AFTER you have submitted it electronically, or by any other method, you MUST notify us of your decision to cancellation via telephone 07834 760375 or email [happylegs@wheelchairsteve.com](mailto:happylegs@wheelchairsteve.com) or write to us at the address below confirming the cancellation.

WheelchairSteve Ltd,  
1 Warbeck Close  
Newcastle upon Tyne  
NE3 2FF

If you have paid for the goods then you will be credited the full amount you paid

**b. GOODS DELIVERED - NOT UNPACKED OR USED** If you return goods not unpacked and unused within 14 days of placing the order you will be credited the full amount you paid.

**c. GOODS DELIVERED - UNPACKED AND USED** If you return goods unpacked and used within 14 days of placing the order your refund will be subject to the condition of the goods if there is obvious signs of damage or wear your refund may be reduced to cover the cost of any repair or refurbishing the goods.

### THE ABOVE POLICY APPLIES TO ALL CUSTOMERS

**OWNERSHIP OF GOODS** All goods supplied by us to you shall remain our property until we receive payment in full. You will be responsible for the goods on delivery. If you do not pay us when payment is due we reserve the right to start legal proceedings for the recovery of the sums which you owe us.

**DELIVERY POLICY** WheelchairSteve Ltd aim to deliver your order within 5-7 working days. Many orders are despatched within 2-4 working days, we will dispatch your order by post or courier. Overseas orders may take a little longer. Please contact us for information on overseas charges and deliveries

**RETURNS AND REFUNDS** If you are not completely satisfied with your Product/s, simply return the Product/s to us in their original condition within 14 days of receipt. We will issue a full refund on receipt. The item is your responsibility until it reaches us. For your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods. The product must be unused, and repackaged in the original packaging. Any returned products MUST reach us in the same condition as they were despatched. If the product or packaging is damaged in transit from you to us, it will be your responsibility to claim from the courier company. In any event, if the product or packaging is damaged badly enough to prevent resale, the product may be returned to you, and no refund issued.

**REFUNDS FOR RETURNED GOODS** If you decide to return an item to us because it is defective or there has been an error on our part, you will receive a full refund plus any associated delivery costs. In the case of an error in the order, you will be offered the correct item as an alternative to a refund, if

that correct item is available. You will receive this refund no later than 15 days after return of the Materials.

**WARRANTY** The HappyLegs main unit comes with a 24 month warranty, the PSU and remote control 12 months.