
Service Plan Terms and Conditions

The terms and conditions laid out within this document are designed as guidance for the implementation and operation of the Cotswold Mobility Service Plan.

For the purposes of this document, Cotswold Mobility Limited may also be referred to as Cotswold Mobility, Cotswold, the business or the company.

1 The Company's Responsibilities

1.1 Cotswold Mobility will advise and give specific guidance on which service plan is right for the customer based on their requirements.

1.2 Cotswold Mobility operates this service plan in good faith and will make every effort to ensure that all recommendations or products offered are required and/or needed by the customer.

1.3 Cotswold Mobility retains the right at any time, without prior notice, to suspend or cancel a service plan for whatever reason. Under these circumstances, Cotswold Mobility will in the first instance, inform the customer of the intention to suspend/cancel a service plan giving the reasons of the suspension/cancellation.

1.4 The specified annual or monthly cost of a service plan will remain constant for a 12 month period. After this Cotswold Mobility has the right to adjust the costs and will notify the customer of any variations in writing 1 month before the changes are to take effect. Giving the customer time to cancel the service plan if they so wish. Paragraph 7 below details the cancellation process.

2 The Customers Responsibilities

2.1 Service plans do not cover accidental damage. We recommend that you purchase a suitable insurance policy to protect your equipment.

2.2 The user must always follow manufacturers recommended guidelines for use. Service plans do not cover damage or breakages due to misuse, user error, incorrect operation/use or unauthorised adaptations/additions.

2.3 It is the responsibility of the customer to ensure that the service plan is appropriate for their needs and payments are maintained during the contract period.

2.4 The service plan is both customer and equipment specific. It is therefore the responsibility of the customer to inform Cotswold Mobility of any changes in circumstances i.e. change of address or equipment or an intention to cancel the Service Plan.

3 About the Service Plan

3.1 The service plan is designed to offer Cotswold Mobility customers peace of mind with regards to maintaining their mobility equipment. The option of monthly payments allows the customer to

spread the cost of servicing their mobility equipment throughout the year giving them better financial control of the costs involved.

3.2 This service plan can only be offered to customers who meet our criteria and have mobility equipment that can be covered by the terms within this plan.

3.3 This service plan has no residual value and is not a credit account. It cannot be converted into products of value or be used as credit for any other Cotswold Mobility product.

4 Starting a Service Plan

4.1 The customer will contact Cotswold Mobility to express their interest in the service plan. Cotswold Mobility will provide full details of the service plans on offer and the annual or monthly costs involved. Once a package has been agreed a service contract form, standing order mandate and a copy of these terms and conditions will be sent to the customer. If they choose to start a service plan, the service contract form and the standing order mandate need to be completed and returned to Cotswold Mobility.

4.2 Once the completed paperwork is received by Cotswold Mobility there will then be a 4 week cooling off period before any payments are taken. During this cooling off period, the customer can contact Cotswold Mobility and cancel the agreement. The customer also has the right to waive the cooling off period. Intention to do this must be received in writing.

5 Service Plan Payment

5.1 Once a service plan is in place, payment days will either be the 5th or 20th of the calendar month, as chosen by the customer when they complete the application form.

Annual payments:

These are taken 1 month after receipt of the completed paperwork on either 5th or 20th of the month chosen by the customer.

Monthly payments:

If payments are monthly these will be taken on either 5th or 20th of the month chosen by the customer.

5.2 One month must have lapsed following the first payment before maintenance activity commences as part of the service plan.

5.3 Once the cooling off period has passed and the first payment has been received, a service plan `welcome pack` will be sent to the customer, confirming their specific payment plan details and dates at which servicing/maintenance of their mobility equipment will take place.

6 Late or Missed Payment

Five working days after a service plan payment day has been missed, Cotswold Mobility will send a `missed payment` letter to the customer or try to contact the customer directly via telephone. The customer will then have a further 5 working days to make this payment before Cotswold Mobility will cancel or suspend the service plan for the respective customer. At this point

Cotswold Mobility will issue a `failure to comply with the service plan` letter, informing the customer that the service plan is now cancelled or suspended.

Suspended – A service plan is suspended if Cotswold Mobility reasonable expect the customer to restart payments within a two months of the missed payment.

Cancelled – Cotswold Mobility will cancel a service plan if the customer is not expected to restart payments or the customer in question has a late or missed payment history with the business.

7 Cancelling the Service Plan

The customer or Cotswold Mobility can cancel a service plan at any time once the plan is underway giving 2 weeks' notice. Cotswold Mobility can cancel a service plan at any time, notwithstanding paragraph 6 above by issuing the customer with an `end of service plan` letter giving 2 weeks' notice. Any overpayments will be calculated and returned to the customer

8 Changing Equipment

8.1 If a customer is no longer using a piece of equipment that is part of a service plan paragraph 7 above indicates how the customer would cancel the service plan.

8.2 If a customer exchanges or updates their equipment, the service plan can be carried over to the new equipment, subject to the approval of Cotswold Mobility. The new equipment will be assessed and its service plan tier established. If the new equipment is in a different service band tier, the payments will be adjusted accordingly, allowing the customer to replace aging or unsuitable equipment. If the new equipment is not supported by the service plan, paragraph 7 above outlines the cancelation process.

8.3 If the serviced plan continues to the new equipment, the 1 month initial payment period before maintenance activity starts will not apply. A new `welcome pack` will be sent to the customer, confirming their specific payment plan details and dates at which servicing/maintenance of their mobility equipment will take place.

9 Exceptions to the Service Plan

9.1 Cotswold Mobility is not responsible for getting you or your equipment home as part of the service plan. It is the customer's responsibility to get themselves and their equipment to a safe place for Cotswold Mobility to carry out any repair work.

9.2 Cotswold Mobility reserves the right to refuse to continue to cover equipment under the service plan that is suspected to have been mistreated, have significant damage due to misuse, or has existing issues that were present prior to the beginning of the service plan.

9.3 Any work required not covered by the service plan will be notified to the customer upon detection and a quotation for rectification issued.

9.4 Inclusive service plan callout and labour charges are only for genuine equipment faults. Cotswold Mobility reserves the right to charge for any call out and labour charge considered unnecessary including no "fault found" and "false alarms".