

Bicycle Trailer

www.is-us.co.uk

Terms & Conditions:

- Postage & Packaging costs are not refundable.
- Please make sure that the goods purchased are compatible with your requirements.
- We will be happy to attempt to help via e-mail with any problems encountered. Our aim is to ensure you are satisfied.

Delivery:

- As soon as you receive the goods, you should inspect them for defects or damage - before you sign that the goods have been 'received in good condition'. If someone else signs for the goods on your behalf, you may want to advise them to check the goods.
- Delivery of the goods does not form part of the purchase contract between the customer and is-us.co.uk. Any delivery arrangements are made on behalf of the customer. We cannot be held liable or responsible for any delay arising as a result of the action of a carrier company. In effect, we act as your agent in booking the service with the carrier. We will always help should a problem ever arise and do our best to resolve any issues.

Returns:

- Please e-mail us at return@is-us.co.uk, stating the reasons for return and your contact details (we will reply with instructions). Items must be returned within 7 days of receipt, in accordance with the distance selling regulations. Any item(s) returned, are at the cost of the buyer. Items must be returned in full, with no missing components, unused and in the original packaging. Damaged goods will not be accepted. Where items are not wanted, a 10% re-stocking fee applies.
- If the item is defective you must contact us at ask@is-us.co.uk for advice. Any replacements will be sent after the original faulty part has been returned and inspected.
- The buyer is responsible for shipping costs of any returned products.

Note:

- Each Bicycle Trailer is fully tested & assembled before dispatch.
- The guarantee does not cover the effects of normal wear and tear, or damage caused by accident, abuse or neglect.
- We do not pass any of your details on to any third parties or organizations, other than through the processing of payment through a credit card company.
- All sales are subject to stock levels. We reserve the right to cancel any sale at any time without specifying a reason.

Feedback:

Please contact us at feedback@is-us.co.uk. We appreciate any feedback you might have.