

RETURNS POLICY FOR MICRO SCOOTERS

If you are not satisfied with any product purchased from us, you may return the product to us enclosing this **Delivery note** as proof of purchase within 28 days of delivery. Under our no quibble 28 day returns policy we will be happy to exchange or refund your product(s) for you.

This policy **excludes** any personalised item or any Create Your Own Scooter. These items can only be returned if they are faulty or damaged on arrival.

STEPS TO CLAIM A REFUND OR EXCHANGE A PRODUCT

- 1 Fill out the form below to request your refund or exchange. Put the form into the box or package that your item(s) arrived in. Please also enclose any in box manuals and accessories. Lastly please check that the package is securely sealed.
- 2 Please visit micro-scooters.ie/28-day-return
- 3 Once your item(s) are received at our Ireland warehouse the team will process the return within 5 working days. This will trigger a return confirmation email which will give you a timeline for processing of payment of your refund or delivery of your exchange item. Please keep an eye on your junk/spam email folder for this email from us.

PROBLEM WITH ITEMS SUPPLIED

If the product was supplied in error, is incomplete or faulty and you believe that you are entitled to a replacement or repair in accordance with our terms and conditions (which can be found at micro-scooters.ie) please contact us via Livechat on our website.

Please note that we reserve the right to reject any product(s) that are not returned in accordance with the provisions set out above.

HOW TO LOOK AFTER ME

With a little TLC your Micro scooter will last and last. All it takes is a couple of minutes a month to ensure you can enjoy a lifetime of scooting adventures.



TEST

Test the brakes and test your grips to make sure that they are secure and not damaged.



LOOK

Look – are your wheels free from debris and are all bolts and screws tight?



CLEAN

Clean the scooter and dry it thoroughly after use in wet conditions.

For tips and advice on how to look after your scooter, scoot on over to micro-scooters.ie/TLC

WE STOCK SPARE PARTS FOR EVERY MICRO SCOOTER. SO YOU CAN KEEP SCOOTING FOR LONGER.

REGISTER YOUR SCOOTER

By registering your scooter with us you will:

1. Be able to identify your scooter if you need to inform the police about it being stolen.
2. Opt in to receive tips from us on how to keep your scooter in tip top condition.
3. Be the first to hear about special offers and new products.

Register now at micro-scooters.ie/register-your-scooter



RETURNS FORM

micro-scooters.ie/28-day-return

Customer Name

Order Number:

Return/Exchange Reason (Select one)

A Helmet doesn't fit	B Incorrect item chosen	C Item does not fit the scooter	D Item/Colour not same as image	E Poor quality	F Product faulty/damaged	G 28 day no quibble guarantee
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Product Code	Product Description	Quantity	Reason code for return/exchange	PLEASE TICK	
				REFUND	EXCHANGE
				REFUND	EXCHANGE
				REFUND	EXCHANGE
				REFUND	EXCHANGE
				REFUND	EXCHANGE

Please add additional notes, or reason if not captured in the codes above:-

DETAILS OF EXCHANGE(S): If you would like to exchange, please add details of the replacement item(s)

Product	Quantity	Size (If applicable)	Colour/Pattern	Price

Micro Scooters Returns,
EUROBASE,
IDA Industrial Estate,
Eurobase House, #312,
Cork Rd, Waterford,
X91 EH5N, Ireland

