

Xero Technology
XTR Ltd
12 St Paul's Road
Newton Abbot
TQ12 2HP
Tel: 0845 4590056



Use of the XTR Ltd website and the sale and purchase of items listed are governed by the terms and conditions below. All those who use this website agree to accept without reservation these terms and conditions.

Terms & Conditions of Business

Company Details

XERO Technology is the trading name of XTR Limited. XTR Limited is a company Registered in England and Wales with company number: 06998349 Registered office: The Mill, Kingsteignton Road, Newton Abbott, TQ12 2QA

Prices

All prices are quoted in UK pounds (Sterling) and include vat where applicable. Delivery charges are additional and will be quoted at the time the order is placed. Prices are correct at the time of order only and relate to website purchases only. All orders for products are subject to availability and we reserve the right to refuse to fulfill any order without explanation.

Payment

Payment must be made by one of the approved credit/debit cards or by cheque.

Legal Title

XTR Ltd will possess legal title of the products until full payment has been received by us from the purchaser.

Sale and Purchase

The submission of an order, either via our website or by telephone, does not constitute acceptance of an order.

Delivery

Time scales from order to delivery is estimated at 8 weeks.

Any specified delivery date or period for delivery will be considered as purely indicative. The delivery periods stated are estimates only and are based upon actual working days. XTR Ltd cannot be held responsible for delivery delays by third parties. Products will only be dispatched to the postal address of the credit/debit card holder. The purchaser bears all risk once the products have been signed for/received.

Acceptance

Purchasers must inspect products promptly upon receipt and notify XTR Ltd should any issues arise. If this communication is not made XTR Ltd will consider the products as being of satisfactory quality and fit for their purpose, and may not accept any rejection or cancellation at a later date.

Right to Cancel

Customers have the right to cancel their contract with us post ordering and before the expiry of 7 working days from the day after the date of purchase for products delivered boxed. Customers will receive a full (100%) refund of the purchase price less the restocking, packing, delivery, order and credit/debit card processing fees and collection charges where they apply. If goods are to be returned, all must be in "as new" condition upon their return and in the original packaging where appropriate.

Faulty Items

Any item that is faulty may be returned for free repair, replacement or refund, provided you have the original receipt or alternative proof of purchase and the faulty item is returned complete with all components. For items to be returned more than two weeks after the time of the same above applies but in addition, evidence of fault at the time of receipt must be supplied. No refund is available for fair wear and tear or for products that due to the nature of their use can be readily damaged by being dropped, crashed, wetted, scraped, skidded etc. Such products include in particular electric scooters, electric bikes and all products when misused and/or mistreated and/or abused. Consumable components such as tyres, inner tubes, brake blocks/pads, brake cables, gear cables, bulbs, batteries, chains or belts and handgrips etc. will not be accepted for refund. Note: these components may be prone to rapid deterioration under some usage scenarios. Due to storage constraints, products returned must be accompanied by valid claim within 62 days of the date of return or the items will either incur a storage fee or be disposed of without refund. Please supply the original and complete packaging. Post initial product delivery shipping costs are the responsibility of the purchaser.

General

The documentation accompanying all products should be read, thoroughly understood and implemented by a responsible adult. Should any part or parts of these terms and conditions be deemed void, invalid or unenforceable the remaining part or parts will continue to be enforceable and effective. We reserve the right to modify these terms and conditions.

Governing Law

English Law