



Terms and Conditions of Sale

Name

Ampere is a brand name of Ride2B Ltd

Payment

You can order through our online website ampereelectric.co.uk and we accept payment via credit or debit card.

Shipping and Handling

All bikes are currently eligible for free delivery in mainland UK only. Delivery to N Ireland, the Channel Isles and the Scottish Highlands incurs an additional charge of £40.

Orders

Once you have placed an order with us, you will receive an email to confirm your payment and the items ordered.

Specification

Published specifications are as accurate as possible however, minor variations on the published specification may occur.

Delivery- Electric Bikes, Scooters and Accessories

Once you have placed an order we will deliver the item as soon as possible and within 5-7 working days.

Delivery- Parts

Once you have placed an order with us we will deliver the item within 2 working days if it is in stock. If your item is not in stock, we will inform you of when you can expect delivery. Next day delivery is possible if the item is ordered before 1pm. We strongly advise you to keep all packaging and documents in case they are needed at a later date.

Important Delivery Advice

- Please do not accept delivery from the courier if you judge that the package and contents have been damaged.
- Please do not sign for a package as damaged even if the driver asks you to do so. Signing for damage will also void the insurance covering that consignment. If you accept a damaged package we will not be able to make a claim, so please be sure that it is in good condition before signing for it.

If you wish to complain

In the event that you feel you need to complain, please contact Ampere by email enquiries@ampereelectric.co.uk

Returns

Please return accessories via Royal Mail or another courier. If you wish to return an electric bicycle for a refund but are unable to return it to Ampere premises yourself, Ampere will arrange for collection from the delivery address at a cost of £49 per electric bicycle. This will be deducted from the refund for your returned electric bicycle. Please include a completed copy of our returns form with a reason for return to help us process your return as efficiently as possible • Please enclose the form with the product and package up securely in the original packaging if possible.

Return the item (or items) via Royal Mail or other courier to the address shown below and obtain a certificate of postage and a tracking number. We will provide an exchange or refund as required. Items should be returned in their original packaging within 30 days. We cannot assume responsibility for returned items that are lost in the post so we recommend that you use a service that provides a certificate of postage and a tracking number. Your statutory rights are not affected. If you have any other queries please email us at enquiries@ampereelectric.co.uk and quote your order number.

Limitation of Liability

We shall not be liable for incidental or consequential damages or expenses. This includes, but is not limited to, damage to property, lost income, profits, economic or commercial losses and third parties claims.

Our total liability in connection with or arising from the Order, whether in negligence or otherwise, shall be limited to the value of the Goods.

Any disclaimers and exclusions of liability in these terms & conditions shall not apply to any damages arising from death or personal injury caused by the negligence of Ampere bikes or any of its employees or agents or fraud. These disclaimers and exclusions shall be governed by and construed in accordance with law. If any provisions of these disclaimers and exclusions shall be unlawful, void or for any reason unenforceable then that provision shall be deemed severable and shall not affect the validity and enforceability of the remaining provisions.