

Better Mobility Business Hire Terms Hire Terms & Conditions for Businesses, Charities, NHS and Government Bodies

All goods on hire remain the property of BETTER MOBILITY LIMITED.

If payment or provision of promise of payment is overdue, we reserve the right to remove the hired equipment from the user's premise without prior notice. The minimum hire period is 2 weeks. There is no maximum hire period for businesses, however for long or extended hires, there may be more affordable options, such as purchase, or contracts, please speak to us regarding these options. No previous hire will count towards purchase or discount in any way.

By agreeing to fund the hire of equipment for the use of an individual, the funding body agrees to be responsible for continuation of any hire period if applicable, and the funding thereof. The responsibility of arranging the return of hired equipment lies with the funding body. The business agrees that BETTER MOBILITY LIMITED will be reimbursed for any hire period incurred due to non return of the equipment by the user. The hiring body agrees to be responsible for payment of all hire until such time as the hired equipment is returned to the possession of BETTER MOBILITY LIMITED. In the case of loss or theft of the hired equipment, the hiring body agrees to reimburse BETTER MOBILITY LIMITED for the replacement value of the equipment hired. This amount can be notified to the funding body in advance of the hire if requested. The hirer agrees to pay for all damage caused whilst on hire other than normal fair wear & tear. The hirer is also responsible for the security of the equipment and any loss incurred if stolen or otherwise. All liability for safe use sits with the hirer, and BETTER MOBILITY LIMITED accept no liability for damage to other persons or properties whilst the equipment is on hire.

In the event of a defect in the goods supplied becoming apparent within the hire period, the company itself or an authorised dealer / repairs agent will affect any necessary repair or arrange product replacement as soon as possible. BETTER MOBILITY LIMITED will not be held liable for any losses incurred during this period.

SHOULD A DEFECT OR FAULT BECOME APPARENT DURING THE HIRE PERIOD THE HIRER MUST NOTIFY BETTER MOBILITY LIMITED IMMEDIATELY GIVING FULL INFORMATION AS TO THE PROBLEM. NO USE MUST BE MADE OF THE GOODS AND NO ALTERATIONS OR UNAUTHORISED REPAIRS MUST BE MADE TO THE GOODS PRIOR TO INSPECTION BY THE DESIGNATED REPAIRER. BETTER MOBILITY LIMITED will not reimburse the hirer for any repairs undertaken and paid for by the customer without the prior knowledge and agreement to by BETTER MOBILITY LIMITED. Nor will BETTER MOBILITY LIMITED refund or reimburse the hirer for any time the hired equipment was unable to be used due to defect that the company was not made aware of.

If the user is operating the goods away from the locality of the designated repairer the customer must contact the company to obtain the name and address of another repairer authorised by the company.

Under no circumstance, will responsibility will be accepted where the goods have required repair or replacement as a direct result of:-

- a) The goods or part not being maintained in accordance with the manufacturers recommendations where such exist and using only the specified original equipment parts.
- b) The goods or part having been damaged by neglect, accident or improper use.
- c) The goods or part having been altered from the manufacturers specifications, or repairs having been attempted prior to the designated repairer being notified.
- d) Fair wear and tear. In the event of the goods requiring repair or replacement as a result of one of the fore mentioned occurring, the cost of repair or replacement will be charged to the hirer. In the event that BETTER MOBILITY LIMITED are called out to repair a reported problem and it transpires upon arrival there is no fault, a call out fee (based on better Mobility's callout charges for that location) plus an additional £10.00 per hour will be charged to the funding body to cover costs incurred.