

Ex-Demo / Second hand Equipment

- These items are priced with a substantial discount and do not come with all the benefits of a new product.
- 3 month warranty applicable to sales of all ex-demo/second hand equipment (see Warranty Policy on first page).
- If the item is not under warranty, then the costs of parts or labour for repair will need to be paid by the customer.
- If the product includes batteries, we would always advise purchasing new replacements. However, should the customer decide to keep the originals, this will be at their own risk.
- Items can only be returned in the first 14 days, however there will be a 20% handling fee.
- There will be a further transport charge of £25-£250 if the item requires collection from a customer.



Standard Terms and Conditions of Sale

12th November 2025

I have read and agreed the Terms & Conditions

Name (Print) _____

Signed _____

Date _____

FORTUNA.BAMBACH
4 Northgate Business Centre, Crown Road, Enfield, EN1 1TG
020 8805 2020 | info@fortunabambach.com | www.fortunamobility.com

Warranty

- All products are covered by a Manufacturer's Warranty.
- The till receipt (paper or electronic) or other proof of purchase is required if a fault occurs.
- Photographic evidence of the problem maybe required in relevant cases.
- The faulty item must be returned to Fortuna.
Where items are too large, or heavy, to be reasonably returned to us by the customer, we will visit them at their address. However, after the first 3 months a call out charge will be applicable according to the location:
Local £25 | Near Regional £50 | Mid Regional £75 | Far Regional £100-250

Returns Policy

Following the purchase of products from Fortuna Mobility they can be returned subject to the following conditions:

- A request for return is made within 50 days of purchase.
- No evidence of having been used and the packaging remains in good condition.
- A handling fee of 10% of the purchase price will be charged for stock items within the first 25 days.
- Between 25-50 days a handling fee of 25% will be charged.
- There will be an additional collection charge of £25-£250 if the item requires collection from a customer.
- Hygiene/toileting products ie commodes are excluded from our Returns Policy.

Cancellation or return of Special Customer Orders

- Special / bespoke customer orders require a 50% non-refundable deposit with balance payable prior to fulfilment of the order.
- A request for return must be made within 25 days of fulfilment.
- No evidence of having been used.
- A handling fee of 50% of the purchase price will be charged for stock items within the 25-day period.
- There will be a further collection charge of £25-£250 if the item must be collected from the customer.

Buy-Back Option

- Fortuna's buy-back option is sometimes available between 6 months and 2 years after the purchase of an item.
- Buy-back is only available for original purchases above £500.
- Our buy-back offer will vary depending on age, condition and type of product.
- In general, it is likely to vary between 20-25% of the original purchase price.
- There will be a further transport charge of £25-£250 if the item requires collection from a customer.
- The buy-back option is not available for bathroom or bedroom items.