

# **EasiRider Balance Bike Terms and Condition**

## **Description of product**

EasiRider balance bikes is a handmade bike designed to teach children how to ride without pedals and without the need for training wheels. Children will learn to balance their bike, developing freedom of movement in powering and stopping the bike with their feet. Gaining confidence on an EasiRider balance bike will make the progression from balance bike to a pedal bike seamless.

## **Delivery policy:**

Subject to availability and receipt of payment ,requests will be processed within three(3) days and delivery confirmed by way of email sent to you from EasiRider Balance bike Insurance claim due to damage to the bike while in transit from EasiRider Balance Bike to clients address, EasiRider Balance Bike must be notified by the customer in writing within seven (7) days after delivery or the date when goods should have been delivered. All assertions with regards to delivery times relate to working days (i.e. Monday to Friday) only.

## **Return and Refunds policy**

The provision of goods and services by EasiRider Balance Bike is subject to availability. In cases of unavailability, EasiRider Balance Bike will refund the client in full within 30 days. Cancellation of orders by client will attract a 5% administration fee. If there is a refund or exchange the EasiRider Balance bike due to mechanical problem this must be done within 30days of purchase, provided that the EasiRider balance bike and all packaging is in new condition. If you need to return the EasiRider Balance bike please send us your package via insured and prepaid method. Shipping and handling fees are not refundable on returns.

## **Customer privacy policy**

EasiRider balance bike shall take all reasonable steps to protect the personal nformation of users. EasiRider Balance bike will use return emails address to answer the emails we receive and use the emails to keep clients updated on EasiRider product updates or additions to the EasiRider Balance bike range only. For the purpose of this clause, “personal information” shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA) The PAIA may be downloaded from [http://www.polity.org.za/attachment.php?aa\\_id=3569](http://www.polity.org.za/attachment.php?aa_id=3569)

## **Payment options accepted**

Payment may be made via Visa, MasterCard, or by bank transfer into the EasiRider Balance Bike bank account, the details of which will be provided on request.

## **Merchant Outlet country and transaction currency**

The merchant outlet country at the time of presenting payment options to the cardholder is South Africa. Transaction Currency is South African Rand (ZAR).

## **Responsibility**

EasiRider Balance Bike takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

### **Country of Domicile**

This website is governed by the laws of South Africa and EasiRider Balance Bike chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature.

### **Variation**

EasiRider Balance Bike may, in its sole discretion, change this agreement or any part thereof at any time without notice.

### **Company Information**

This website is run by van Eyk Fabrications (close corporations) based in South Africa trading as EasiRider Balance Bike and with registration number CK95/56051/2/Est 1995 and D.M van Eyk (Owner).

***EasiRider Balance Bike - A Balance Bike for Every Child***

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**Support Fax number: +27 (21) 5110562**