



## Valet & Service Terms and Conditions

1. These Terms & Conditions (“T&Cs”) cover the Valet & Service of your pushchair in the Loved for Life programme by Mamas & Papas Limited “Mamas & Papas”
2. Availability of Valet & Service option is limited to the following Mamas & Papas pushchair/carrycot models: Ocarro, Strada, Airo, Flip XT2 and Flip XT3. And these store locations: Birmingham, Cardiff, Croydon, Edinburgh, Fareham, Farnborough, Gateshead, Glasgow, Hull, Leeds, Liverpool, Nottingham, Southampton, Stockton, Stratford, Swindon, Thurrock, Trafford and White City.
3. Bookings are restricted by location and date. Bookings may need to be moved by Mamas & Papas and will give as much notice as possible, however we accept no responsibility for losses in the event of cancellation and rebooking.
4. Any bookings, dropping off and collection of pushchairs for Valet & Service are each to be made for the same store location.
5. Loan buggies (not pushchairs) may be available based on demand and availability on a given day, and can be requested but not guaranteed. These are only available for the period from dropping off your pushchair to collection of the pushchair following the completed Valet & Service. We do not have any like-for-like pushchairs available for loan.
6. Mamas & Papas will service your product as described below and according to a checklist (as amended by Mamas & Papa’s at it’s sole discretion for time to time) and charges for the service will apply as set out at the time of order.
7. When any new service parts are covered by Mamas & Papas warranty, or statutory rights those terms or applicable law will apply.
8. Mamas & Papas ask that before dropping your pushchair to store, you clear your pushchair of all personal articles and accessories. We do not accept responsibility for the storage or return of these and any effects left in the pushchair will be securely destroyed.
9. You acknowledge that your pushchair will be sent by a third party carrier to our central facilities. We will prepare a record of condition prior to sending to ensure there is clarity in the event that there are non-repairable or non-valetable features.
10. If service is needed due to failure of parts that are not original to the product or due to damage caused outside of usual wear and tear, Mamas & Papas reserves the right to return the pushchair to you without any Valet & Service.
11. If the condition of the pushchair is not viable for the Valet & Service, we reserve the right to return the pushchair to you partially complete, or not completed without charging for the Valet & Service.

This decision will be taken at the sole discretion of Mamas & Papas at any time during the ten day Valet & Service period.

12. This (Clause 11) does not apply to particularly stubborn stains or cosmetic repairs for which we may not be able to perform the Valet & Service. In this event, we will substantially complete and charge for the Valet & Service. This decision will be taken at the sole discretion of Mamas & Papas and without further confirmation being sought from you.
13. In the event that replacement parts are required, Mamas & Papas will repair warranted parts.
14. If your Valet & Service requires parts not covered by any valid warranty, Mamas & Papas may seek your approval (verbally) of an estimate or revised estimate and take payment before proceeding to make the repair. In that event that you do not proceed, your product may be returned in a non-useable condition.
15. Mamas & Papas may use parts or products that are new and will retain or destroy the replaced part as its property, and the replacement part will become your property.
16. When you visit store to collect the product, it will be unboxed and presented to you for approval. Taking the pushchair from store then constitutes acceptance of the condition of your pushchair following its Valet & Service. Please be aware that if you send a third party to collect your pushchair, they will also be asked to check the pushchair and confirm this on your behalf.
17. There is no further right to review the condition once the pushchair has been collected and inspected, to raise a query on the condition of the pushchair and standard of the Valet & Service. Collection constitutes confirmation of the work being accepted by you.
18. Any loan buggy must be returned in good condition at the same time as the pushchair is collected. We will only release your pushchair to you once the loan buggy is returned.
19. If the loan buggy is not returned, an RRP (Recommended Retail Price) charge for the loan buggy will be made to you and must be paid in full to permit release of your pushchair.
20. Any loss or damage to the loan buggy will be charged to you according to the reasonable cost price of repair or replacement of a used loan buggy. We will advise you of this charge at our sole discretion.
21. Any representative dropping or collecting will be considered to be in your place in terms of accepting the condition on drop off and collection. We will need express permission to release your pushchair to a third party on collection. This requires you to advise us of a nominated person in advance.
22. You must obtain their permission for us to record their name on your account and any paperwork accompanying the pushchair. We may request ID in store for you or a third party collecting on your behalf. This is to ensure that we securely return the pushchair. Please do take the time to check the pushchair carefully in store.
23. There is no warranty of the Valet & Service work after collection, however your statutory rights remain unaffected.
24. If you do not collect the pushchair when advised of the completion of the Valet & Service, we will call you twice to remind you and allow a maximum of 14 days storage time before destroying your

product, unless otherwise agreed with us in exceptional circumstances. Please ensure that your booking is made at a time when you will be able to collect your pushchair when it is complete.

25. You agree and understand that it is necessary for Mamas & Papas to collect, process and use your personal information, and those of any third party dropping and collecting on your behalf. This is in order to perform services under these T&Cs. Mamas & Papas will protect your information in accordance with our Customer Privacy Policy [available here](#). The use of data may include retaining the booking name and contact information in IT systems, linking your order with any account with us, or creation of an account with us for customer service purposes.