

# Bleeper

## Bleeper Shop E-Bikes – Terms & Conditions

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# Bleeper

## 1. Definitions

In the General Terms & Conditions outlined below, the stated terms will have the following meaning:

<b>Accessory:</b>	Any bike accessory item sold separately from the bike product itself.
<b>Agreement:</b>	The Agreement between Bleeper and the Customer for the purchase of the Bike as well as any other Agreement between Bleeper and the Customer.
<b>Bike:</b>	The (electric) (cargo) bike(s) put forward for sale by Bleeper.
<b>Bleeper/Seller:</b>	The limited liability company BleeperBike Ireland Opco Limited, a Lessor of Bikes.
<b>Charge:</b>	Any surcharge, cost, fee, compensation or other amount payable by the Customer to Bleeper in accordance with these General Terms and Conditions.
<b>General Terms &amp; Conditions:</b>	These general terms & conditions, including any appendices and schedules, as set out by Bleeper, which apply to any Sale.
<b>Shop:</b>	The retail facility operated by Bleeper for the sale of bikes, including online and physical retail spaces.
<b>Customer:</b>	Any natural person of 18 years or over who purchases a Bike from Bleeper
<b>Workshop:</b>	Bleeper's Workshop in Merchant Buildings, Merchants Quay, Dublin 8.

## 2. Agreement & Rights

2.1 These general terms and conditions apply to all products sold by Bleeper. For other Bleeper services, such as our public bikes and LeaseBike, please visit the Terms & Conditions page on our website.

2.2 These terms & conditions do not affect your statutory rights as a consumer.

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## 3. Product Information

3.1 All product information, images, technical specifications, and documentation are supplied by the relevant manufacturers.

3.2 Every care is taken to have the most up to date information available.

3.3 In case of different product specification and/or product images from the product you received we will refund or exchange it. The product must be unused and must adhere to our Returns Policy.

## 4. VAT & Duties

4.1 All of the prices displayed in our store are inclusive of VAT.

4.2 VAT is charged at the normal rate of 23%, unless stated otherwise for specific products.

## 5. Shipping / Deliveries / Collection

5.1 Bleeper currently only delivers to the Republic of Ireland. We do not currently offer international shipping, including Northern Ireland in this instance.

5.2 All of Bleeper's e-bikes and e-cargobikes can be collected (assembled & ready to ride) from our Dublin City Centre workshop.

5.3 We offer free delivery within Dublin.

5.4 Bleeper offers nationwide delivery (Republic of Ireland) via a courier service. The cost of delivery is charged to the customer.

5.5 The cost of nationwide delivery (outside Dublin) varies depending on the size of the product.

5.6 Bleeper uses a third party delivery service for all large and heavy shipments.

5.7 For all queries about deliveries please email [customercare@bleeperactive.com](mailto:customercare@bleeperactive.com)

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## 6. Warranty

6.1 Bleeper offers a 12-month warranty on all new products sold, effective from the date of purchase.

6.2 Bleeper offers a 3-month warranty on all used, 2nd hand, or refurbished products sold, effective from the date of purchase.

6.3 These warranties cover manufacturing defects, but do not cover damage sustained by crashing, abuse, or general wear and tear.

6.4 Manufacturer warranties apply on all new products sold by Bleeper.

6.5 Used, 2nd hand, or refurbished products may not be eligible for manufacturer warranties.

6.6 Bicycle components which are subject to wear & tear through normal use do not fall under warranty, e.g. wheels, tyres, chain, gears etc. The bicycle frame, electric motor, and battery are generally covered.

6.7 Warranty claims will only be accepted if the bike had an inspection during its first 500km or the first six months after purchase.

6.8 Warranty is only valid for bikes that are assembled by a brand dealer.

6.9 All bikes purchased online must be professionally assembled. Warranty is only valid for bikes that are assembled by a brand dealer.

6.10 The customer is responsible for shipping costs, which would include any packing or shipping materials needed to re-box the item.

6.11 Frames from different manufacturers have different warranty policies - for different types of frame warranties, please call us or check the manufacturer's website, where applicable.

6.12 Bleeper reserves the right to refuse a return request if the item appears damaged due to misuse.

6.13 Some manufacturers require items be sent directly to them for inspection or repairs. Bleeper is not accountable for the length of time a warranty claim takes to complete.

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6.14 Customers are required to cover any and all costs of postage to manufacturers or distributors for a warranty inspection. Warranty case decisions by manufacturers are final.

6.15 If you suspect your product is defective, please email [customercare@bleeperactive.com](mailto:customercare@bleeperactive.com) before you return the product.

## 7. Returns

If you are not happy with your purchase and would like to return your bike, the following terms and conditions apply:

7.1 The product must be returned within 30 days from the date of purchase.

7.2 The product must be accompanied by the original receipt/invoice.

7.3 The product must be in its original manufacturer's packaging.

7.4 The product must not be used in any way.

7.5 Bleeper does not cover the cost of postage for returns or exchanges.

7.6 It is the customer's responsibility to ensure that goods are returned safely to us.

7.7 If a bike has been purchased under the cycle to work scheme, we are unable to return the payment directly to the customer. The payment must be paid back to the employer who paid for the initial purchase. This is due to the fact that there is a tax saving on this amount.

## 8. Choice of law and authorised court

8.1 Irish law applies to all relations between Bleeper and the Customer.

8.2 Disputes between the parties about the Agreement or about acts in connection with the Agreement will only be submitted to the authorised court in the district of Dublin.

## 9. Changes

9.1 Bleeper is authorised to change these terms and conditions.