

# PLEASE READ THIS! IMPORTANT INFORMATION



## DON'T THROW THE BOX!

You'll need this to return and for any warranty procedures. If you don't keep the box, we will charge £50 to send you a new one.

We recommend flat packing it and storing it under the bed or in the loft, or behind the sofa if you can

## READ THE MANUALS

Please ensure you read the manuals on how to use the scooter before driving it. If you are stuck, please do call us on 0800 999 6606



## WANT TO RETURN?

No problem! If you are on our 14 day home trial or simply just want to return then you have 14 days to do so!

Ensure your scooter is in a good re-sellable condition or there may be a small charge and call us to arrange a return on 0800 999 6606

# HOW TO SET UP YOUR INSURANCE

## HOW DOES IT WORK?

- 1. Order Placement:** When you place an order for a mobility scooter on our website, you can be assured that you will automatically be enrolled in our insurance policy.
- 2. Insurance Provider FISH:** Once your order is confirmed, we will securely forward your details to our trusted insurance provider, FISH. They specialise in mobility scooter insurance and will handle the policy setup process.
- 3. Contact from FISH:** Soon after your order is placed, FISH will reach out to you directly using the contact information you provided during the purchase. This contact will typically occur within a few days after your order confirmation.
- 4. Policy Setup:** FISH will guide you through the simple process of setting up your insurance policy. They will retrieve the necessary information from you to ensure your mobility scooter is properly covered.
- 5. Coverage Activation:** Once you've completed the required steps with FISH, your insurance coverage will be activated. You are now protected while using your Betty & Bertie mobility scooter.

## INFORMATION YOU MAY NEED:

- **Reference Code:** 4059
- **Manufacturer:** Betty and Bertie
- **Manufacture Date:** Date **you** purchased the mobility scooter
- **Estimated Value:** The price **you** paid (excluding shipping costs)