



## The Service Plan

### The monthly cost will cover:

1 Gold Service and 1 Platinum Service.

All cleaning products, greases and lubricants used during the servicing.

A pair of inner tubes, or sealant top ups as relevant.

All cables (inner and outer) – standard workshop supply - used during the servicing.

Brake pads – standard workshop supply - 2 pairs (front & rear) per service.

If higher grade cabling or pads are required, the subsidised cost of these will be additional.

### Being a part of the servicing membership scheme will entitle the user to:

10% off parts & accessories, excluding bikes and Ride Wrap kits. Includes parts used during services of the membership.

Free tyre and tube recycling (for any bike in your household).

Ride Wrap fitted for special discounted fee of £20 (kit additional at full cost, normal price of fitting £60). The fit would be done at the first service of the membership. Applies to the membership bike only.

Any additional work required in between services, will be charged at manager's discretion, with a 10% discount. Applies to the membership bike only.

### Terms & Conditions:

Both services must be carried out within 13 calendar months of the Plan starting.

At sign up, (Month 0) we (Geared Up Cycles Ltd) will contact you to book and conduct an assessment, which will be charged separately at £35. Full details of the bike the plan is for will be taken during this assessment, including (but not limited to) frame number, make, model and general condition. If the customer has had a service with us in the 2 months prior to sign up on the bike the plan is for, then this assessment will be FOC. We will book the other service appointments with the customer during the assessment, based on the bike condition from the assessment, the rider's information and style of riding. We will take the customer's contact details (phone number and email address) and send reminders at the appropriate time. The customer should contact us in the event of their details changing via [info@gearedupcycles.com](mailto:info@gearedupcycles.com) or in the event of needing to change these appointments, ahead of time.

The Plan services will be conducted at 6 and 12 months (approximately) on our recommendation.

At the final service, the customer can choose to renew their membership. If so, a new assessment is not required and we will book the next interval services at that point.

If the customer chooses not to renew their membership at the final service, a new assessment appointment will be required after 2 months have elapsed, charged at £35.

During the services of the plan, if listed included parts (namely brake pads, tubes) are not required, such parts will either be provided as spares, or equivalent retail value added as credit on the customer's account, at the customer's choice.

The service plan is one per bike and is non transferable. However, if the original bike the service plan is for is either stolen or sold (proof of sale or police incident report is required), the amount paid into the scheme vs the work already carried out (at full retail) will be either put in credit on the customer's account or charged, as relevant. Eg the Gold service takes place at month 4 and included replacing a new tube. The bike is stolen at month 7. 7 months of £20 = £140. The Gold service = £75 plus the tube = £6 (total £81), so £59 of credit would be put on the customer's account for use on another occasion. This credit cannot be applied to fund a new service scheme.

The customer has a right to a 14 day cooling off period. If they decide they no longer wish to proceed with the plan during this period, they should get in touch with us via [info@gearedupcycles.com](mailto:info@gearedupcycles.com). We will action cancelling the plan and refunding the initial payment via the original payment method. If the customer decides to cancel after this 14 day period, the amount paid into the scheme vs the work already carried out will either be put in credit on the customer's account, or charged as relevant. In the event of wanting to cancel, the customer should please contact us at [info@gearedupcycles.com](mailto:info@gearedupcycles.com) with full details.