Ebike Exchange – Terms and Conditions

Last Updated: 04/02/2026

These Terms and Conditions govern your use of the services and products offered by Pedal Power Limited t/a Ebike Exchange ("we", "us", "our"). By purchasing or selling through us, you agree to the following terms.

1. Company Details
Company Name: Pedal Power Limited t/a Ebike Exchange
Registered Address: 14a Albany Road, Granby Industrial Estate, Weymouth, Dorset DT4 9TH
Company Number: 15263951
VAT Registration Number: 492279064
Contact Email: contact@ebikeexchange.co.uk
Contact Phone: 07543 930596 / 01305 579196

2. Products and Condition
We specialise in the sale of used electric bicycles (eBikes). Each eBike is thoroughly inspected and tested before sale to ensure functionality. As used items, cosmetic wear and signs of prior use should be expected.

3. Warranty and Returns

3.1 60-Day Warranty
All eBikes come with a 60-day limited warranty, starting from the date of delivery or collection. This warranty covers manufacturing defects and faults in materials or workmanship arising during normal and intended use.

This warranty does not cover:
• Normal wear and tear
• Consumable items including tyres, tubes, brake pads, brake discs, chains, cassettes, chainrings, cables, bearings, seals, or suspension wear items
• Damage resulting from crashes, misuse, neglect, improper storage, incorrect assembly, or unauthorised repairs or modifications
• Cosmetic damage that does not affect the safe operation of the eBike

Where a valid warranty claim is accepted, Ebike Exchange will, at its discretion:
• Repair the fault
• Replace the affected component with a new or refurbished part
• Provide an equivalent remedy as required under consumer law

Repaired or replaced parts may be new or refurbished and will be of equivalent functionality and performance. The warranty period does not restart or extend as a result of repairs or replacements.

3.2 Returns Policy
You may return an eBike within 14 days of receiving it, provided it is returned in the same condition as delivered, has not been modified or misused, and proof of purchase is provided.

Return shipping is the customer's responsibility unless the item is found to be faulty. Refunds are issued within 7 business days of successful inspection and acceptance of the return. If the bike has been used or damaged, reasonable deductions may be made from the refund amount to reflect its condition.

4. Payments
Accepted payment methods include Bank Transfer, Credit/Debit Card, and Cash. All items must be paid for in full before release or delivery.

5. Delivery
We offer UK-wide delivery. All deliveries are fully insured.
• Bikes are delivered unboxed and ready to ride
• Delivery may take up to 10 days from dispatch
• We are not responsible for delays caused by the courier

6. Collection (for Sellers)
Collections outside our driver's local radius will be carried out by a third-party insured courier. Bikes do not need to be boxed — the courier will collect them as-is. A Seller Agreement Form must be completed prior to collection.

7. Selling Terms
• All offers are valid for 7 days
• Sellers must provide proof of ownership
• If a bike arrives faulty or not as described, we reserve the right to amend our offer
• If we deem the bike unsuitable, we reserve the right to refuse it and return it at the seller's cost

Bike Condition & Cleaning Fee
Bikes must arrive in a reasonably clean condition. If a bike arrives in an excessively dirty condition, a £10 cleaning fee will be deducted from the agreed offer price.

8. Viewings
Viewings are welcome at our showroom by appointment only. Valid photo ID is required.

9. Liability
To the maximum extent permitted by law, Pedal Power Limited is not liable for injuries, accidents, or damage resulting from misuse of an eBike, theft or loss once the bike has been delivered, or indirect or consequential damages of any kind.

10. Privacy
We respect your privacy. Any personal data collected is handled in line with applicable laws. Our Privacy Policy is available on request.

11. Governing Law
These Terms are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

12. Amendments
We reserve the right to amend these Terms and Conditions at any time. Updates will be made available upon request or via our website.

Pedal Power Limited t/a Ebike Exchange

Thank you for supporting our business and the recycling of eBikes.