

# Steps' Terms and Conditions of Free Membership

## **Breakages / Cleanliness**

All of the toys and switches are tested prior to dispatch and they are checked upon return. We ask respectfully that the toy is returned in the same clean and tidy condition as it was received. Steps strongly recommends that before returning toys and/or switches to us, that they are inspected for breakages. There is also no charge for any toy or switch that has an electronic fault and stops working, unless the toy or switch has been tampered with. We do realise that toys/switches will get damaged during play occasionally, but we have to ask you to share the cost of replacing them. A fixed charge of £30 per damaged item will help us with these costs.

## **Changes**

From time to time we might need to change, modify, add, or remove portions of the Membership Scheme and services Steps provides. Please check our website [www.stepscharity.org](http://www.stepscharity.org) from time to time as any changes to, or modifications of these terms will be posted on it. Your use of Steps' services following the postage of changes constitutes your acceptance of the changes.

## **Length of loan**

Your loan period is up to 4 months or you may return after 3 months and exchange for a new toy and switch. If the switch is a good match for you and your children; you may keep the switch throughout the membership.

## **Limitation of Liability**

The Covered Party (Steps) shall not be liable for any loss, injury, claim or damage in any way resulting from your use of Steps' equipment and Membership Scheme. Furthermore, Steps shall not be liable for any special, indirect, incidental, or consequential damages of any kind whatsoever (including, without limitation, solicitors fees) in any way due to, resulting from or arising in connection with Steps' Membership Scheme, materials, equipment, or the failure of any Covered Party to perform its obligations, regardless of any negligence of any Covered Party (The Covered Party means the provider of the Membership Scheme, its officers, directors, employees) .

## **Ownership**

Steps retains ownership of its equipment and we request that: reasonable care of the equipment is taken, the toys and switches are not marked, defaced or tampered with, Steps' equipment is not loaned to a third party, hired out to a third party, and that the designated individual has free and unrestricted access to the equipment loaned to the individual by Steps. We reserve the right to request immediate return of all of Steps equipment if we are dis-satisfied that any of the above requests are not being complied with.

## **Postage/Packaging**

Your membership includes the cost of the postage, including the return postage. Please ensure that you keep the return postage label somewhere safe and handy; otherwise if insufficient postage is put on the returning equipment this charge will be invoiced to the Member. If you can retain the packaging for the return journey, we would be obliged, as sending the toy back in a Jiffy bag has resulted in the destruction of the toy in the postal system. If this happens we will have to ask you to bear 50% of the replacement costs.

Individuals who are registered as blind or partially sighted are sent Freepost labels marked as Articles For The Blind.

## **Termination of Membership**

Either of us may give notification of termination of the agreement without cause, by giving the other party not less than one months notice. The agreement is only terminated between us when we have received all of the equipment on loan from Steps to the Member. Due to the limitations of funding, if we have offered you a membership it will only be guaranteed free for one year from acceptance.

## **Contact details:**

Steps Charity, 50-52 Torwood Street, Torquay, Devon, TQ1 1DT. Charity registration number: 1115505. Registered company in England and Wales: 05860052. Telephone 01803 214124, [www.stepscharity.org](http://www.stepscharity.org) or email us on [membership@stepscharity.org](mailto:membership@stepscharity.org)