

Terms & Conditions of Sale

1. Deposits ALL DEPOSITS ARE NON-REFUNDABLE

2. Acceptance The Contract shall consist of your order and our acceptance thereof and shall be in accordance with our quotation. These terms shall not be varied, nor shall any other terms and/or conditions apply to the contract unless agreed to in writing by us. Our quotation is provided on the basis that the staircase and surrounding structure is sound and suitable for a stairlift installation. Our offer to provide a power supply to the stairlift is subject to the satisfactory condition of the existing wiring in your property. If you have any doubts, please contact us. Our offer is made, subject to the manufacturer approving feasibility.

3. Delivery Time Delivery times quoted are from final approval of drawings and settlement of all details enabling manufacture to proceed. We shall not be liable for any delays due to the lack of availability of labour, or materials or matters beyond our control.

4. Guarantee The company guarantees that it will rectify any defects arising out of faulty materials or workmanship for 12 months (24 months where applicable) from the date of installation. We exclude repairs, replacements or adjustments or other work necessitated as a result of willful or accidental damage, misuse, neglect or any other cause beyond our control.

5. Retention of Title All materials whether awaiting dispatch or installed (in part or complete) shall remain the property of AMW Lift & Mobility Services until the contract value has been paid to us in full.

6. Exclusion of Liabilities Under no circumstances shall we be liable for consequential damage or loss, of any nature caused or contributed to, by any defect or failure (whether partial or complete) of any part, material or design which was not wholly manufactured by AMW Lift & Mobility Services and which we could not reasonably have been expected both to inspect and exhaustively test. We shall not be responsible after delivery for damage to materials supplied or work done by us occasioned by any cause not wholly within our control. We shall not be liable for any modifications made to a stairlift without our full knowledge and written consent. Any such change may be contrary to BS5776 for powered stair lifts and would invalidate our guarantee, and may endanger the user.

7. Restriction of Subsequent Servicing The company will be responsible for regular servicing of your lift after the guarantee period only if you have first signed a Service Agreement with our service division. We reserve the right to withdraw service in the event of non-payment of outstanding invoices.

8. Value Added Tax The prices quoted are subject to increase by the amount of any Government Tax including Value Added Tax where chargeable.

9. EN 81:40 2008 Our products are fully approved and certified to EN 81:40 2008 for powered stairlifts. Important note: if a stairlift is to be installed into premises other than a single family dwelling, the building owner is advised to take professional consultation on the suitability of a stairlift for the application. This advice encompasses fire regulations, environmental health, building control, and with registered homes, the local health authority.

10. General Should additional unforeseen works be discovered at final survey or upon installation, we reserve the right to pass any additional costs on to the customer. Nothing in the agreement will detract from your statutory rights.

11. Cancellation policy in the event of cancellation of order prior to installation, for equipment that is 'made to measure', we reserve the right to recover our full costs from the client, their agent, or estate. The amount will depend on the stage at which the production of the lift has reached. There is a minimum charge of £450 to cover administration and drawing costs incurred by ourselves and the manufacturer. Should cancellation be made in the 2-week period prior to the proposed installation date the full order value, less £400 installation charges, will be made.

12. Buy Back Policy It should be noted that curved track stairlifts are individually made to measure; they therefore will have a very minimal buy back value. Please bear this in mind prior to purchase. You will not be able to sell this equipment privately, and will struggle to sell to the trade. We will buy back any straight stairlifts, supplied new, within 12 months of the installation date for 25% of the purchase price of the stairlift (excluding any ancillary works, and added options). After the expiry of the 12-month period we may still buy back the equipment, but this will be subject to market needs, age and condition of the lift etc. We will always, however, remove the stairlift at no cost to you.

13. Complaints. Our Complaint Handling: 'We will deal with all complaints effectively'

- We operate a customer complaints procedure.
- We will give you our customer care and complaint form once the contract starts.
- If you are dissatisfied with the goods or services you have received from us, we want to hear from you as soon as possible in order to resolve any issues you may have.
- We will acknowledge your complaint within 24 hours of receiving it.
- We will respond fully within 5 days of receiving your complaint and inform you of what steps will be taken to resolve any dissatisfaction.
- We will keep you informed as to how the complaint is being handled and the reason for any delays.
- Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. **In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0333 241 3209 or via their website.**