

# Terms and Conditions

**ACCEPTANCE** - The contract shall consist of your order and our acceptance thereof and shall be in accordance with our quotation and 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 your 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.

**PAYMENT** - Payment is due in full on date of installation. Payment can be made by cheque (Payable to LMC Electrical & Stairlift Services Ltd), by card or by cash.

**REGULATION** - All projects are fully approved and certified to EN81-40 (2008) for powered stairlifts.

**SAFETY** -Your lift has built in safety features which are designed to prevent accidents due to mechanical failure or misuse. **THE SEAT BELT MUST ALWAYS BE USED WHEN OPERATING THE STAIRLIFT**. It is essential that the user is familiar with the working function of the lift in order to prevent problems arising through error. **Children must not be allowed to play with the stairlift**. Joyriding can be dangerous. **NEVER WALK IN FRONT OF OR BEHIND THE STAIRLIFT WHEN IT IS TRAVELLING UP OR DOWNSTAIRS**. The lift is intended to carry one person only to the maximum weight (PLEASE ADHERE TO WEIGHT LIMIT ON STAIRLIFT) Users should be supervised where the degree of infirmity makes this necessary.

**HOME IMPROVEMENTS** - If your lift needs removed to make improvements to your home please call the office. Please do not allow carpet fitters or other professions to remove your stairlift, failure to adhere to this will compromise your warranty or stairlift rental contract. Any damage caused will be charged.

## **STAIRLIFT RENTAL**

**CONDITIONS**—Installation and removal included within rental fee. Stairlift and accessories remain property of Easy Lift, trading as LMC Electrical and Stairlift Services Ltd. **If the lift is no longer required before the contract expires any monies already paid are non-refundable**. Please call 01207 503600 to report any faults. In case a breakdown, calls will be attended within 24 hours unless agreed otherwise with the user. Engineer visits attended outside office hours (Mon – Fri 17.00 – 8.00) including (Saturday & Sunday) may incur a £40 call out fee if the lift has been misused, or switched off. Repairs and parts included in rental fee but do not include any work or parts required caused by neglect, misuse or wilful damage to the lift. This does not include attention arising due to incorrect power supply (unless carried out by ourselves) or other matters beyond our control. We will not attend call outs to replace batteries in remote controls.

**CANCELLATION** - In the event of cancellation of the order less than 24 hours prior to installation we reserve the right to recover our full costs from the client (Such as the cost of the rail – either made bespoke for the stairs or cut to fit). The amount will depend on the stage at which the production of the lift has reached.

## **NEW STAIRLIFT**

**DEPOSIT, TERMS, CONDITIONS & GUARANTEE** – A 50% NON RETURNABLE DEPOSIT IS DUE ON ALL NEW LIFT ORDERS AT POINT OF ORDER. The Company guarantees that it will rectify any defects arising out of faulty materials or workmanship for 12 months from the date of installation, or for the length of warranty taken out. In case of breakdown, calls will be attended within 24 hours unless agreed otherwise with the user. Engineer visits attended outside office hours (Mon – Fri 17.00 – 8.00) including (Saturday & Sunday) may incur a £40 call out fee if the lift has been misused, or switched off. Repairs and parts included in rental fee but does not include any work or parts required caused by neglect, misuse or wilful damage to the lift. Our Engineer visits attended outside office hours (Mon – Fri 17.00 – 8.00) including (Saturday & Sunday) may incur a £40 call out fee if the lift has been misused, or switched off. All repairs and parts included within warranty, lift batteries will be charged for if the lift has been switched off for any reason. We will not attend call outs to replace batteries in remote controls. Guarantee is subject to the following conditions:

- The lift has been paid for in full
- Guaranteed work is to take place during our normal office hours
- Your lift must be serviced annually in accordance with our Service Instructions

**CANCELLATION** - In the event of cancellation of the order prior to installation we reserve the right to recover our full costs from the client. The amount will depend on the stage at which the production of the lift has reached. In the event of cancellation after installation there will be no monies refunded for the rental period ending prior to the end contract date.

**RETENTION OF TITLE** - All materials whether awaiting for despatch or installed (in part or complete) shall remain the property of Easy Lift until the contract value has been paid to us in full.

**Declaration** - I certify that this stairlift was thoroughly examined and found to be free from obvious defects and the results have been recorded correctly within Easy Lift's Customer Management System.

Signed \_\_\_\_\_ Stairlift Installation Engineer

**Acceptance by User** - I/We being the user of the above-mentioned stairlift have received and fully understood verbal and written instructions in association with a demonstration of its correct and safe use. **I have been advised that a seatbelt must always be used when operating the stairlift**. I am aware of the contact telephone number and procedure to follow in the event of a fault with the equipment. I have read and accept the terms and conditions of this agreement as set out below.

Signed \_\_\_\_\_