

## Terms and Conditions

1. Our Quotation is provided on the basis that, to the best of our knowledge, your staircase and surrounding structure is sound and suitable for a stairlift installation. Contract acceptance shall consist of our offer and your acceptance thereof and shall be in accordance with our Quotation and these terms shall not be varied.
2. Any additional preparation work that we have agreed to do is detailed on the Quotation and we will undertake to complete this work at the agreed price. Our offer to provide a power supply to the stairlift is subject to the satisfactory condition of the existing wiring in your property. At all times we will employ a sub-contractor who is qualified to undertake the work that is required. However, as a result of this work it may be necessary for you to carry out either redecoration or possibly the replacement of carpet in some areas should your staircase itself need modification.
3. In the event of asbestos being suspected as present in the property, an asbestos survey will need to be carried out before any quotation can be provided. The cost of this survey will be at your expense. For Local Authority housing, a report may be available and this will need to be sent along with any order to Prime Lifts & Adoptions Ltd for the installation of a stairlift.
4. On the day of installation, the stairlift will be demonstrated to the user or their representative and an installation work report must be signed accordingly to show that this demonstration has been completed. For multiple user installations, such as nursing homes or public buildings, it is the responsibility of the building owner or manager to ensure that an attendant is present at the "installation handover" so that they can be trained and informed of their responsibilities to oversee and control the use of the stairlift at all times.
5. We guarantee to rectify, at our cost, any defects arising from faulty materials or workmanship for the specified guarantee period from the date of installation. Faults due to negligence, misuse, wilful or accidental damage by others, or any other cause beyond our control are not subject to the terms of our guarantee.
6. All prices will be subject to variation in respect of any additional costs arising by virtue of any statute, regulations or orders issued by any Government Department or other duly constituted authority.
7. Under no circumstances shall we be liable for any modifications made to a stairlift without our full knowledge and written consent from Prime lifts & Adoptions Ltd. All modifications should be carried out by one of the Prime Lifts & Adaption Ltd team and not by a third Party. Any such change may invalidate our guarantee.

8. You have the right to cancel this contract. Should you choose to do this within your 7 day cooling off period and you have not requested commencement of works prior to the expiry of the statutory 7 day cancellation period, then no costs will apply. However, if you have agreed to the commencement of works prior to the 7 day cooling off period then any costs incurred up until the date of the cancellation would be deemed to apply and the supplier reserves the right to recover these costs in full. In the event of a cancellation taken after the end of the 7 day cooling off period then we will charge the cost of any materials and services which cannot be reallocated to another contract.
9. Should you no longer require your stairlift then we can remove this for you and dispose of it responsibly in accordance with environmental standards. There will be a charge for this service. If your stairlift is in good condition and has been regularly serviced by Prime Lifts & Adoptions Ltd, we may be able to remove and recondition it for re-use.
10. Prime Lifts & Adoptions Ltd will provide the customer with a contact telephone number of use in the event of a breakdown. Breakdown cover is as follows:
  1. New Stairlifts: Every effort will be made by Prime Lifts & Adoptions Ltd to attend emergency breakdowns within 24/48 hours, for calls placed between the hours of 9am and 10pm. Non-emergency breakdowns will be attended within a reasonable timescale, Monday to Friday between 9am and 4.30pm.
  2. Reconditioned Stairlifts: Every effort will be made by Prime Lifts & Adoptions Ltd to attend emergency breakdowns within 72 hours, including Saturdays, Sundays and public holidays. To increase this level of cover a Maintenance Contract can be purchased at the point of sale. The Company cannot be responsible for any delay, however caused.
11. Prime Lifts & Adaptations Ltd will either replace, repair or issue credit to the customer for any goods found to be defective by reason of faulty materials or poor workmanship. Provided that Prime Lifts & Adoptions Ltd is notified of any such defect by the customer and in any event not later than:
  1. Twelve months from the date of delivery for NEW Stairlifts
  2. Twelve months from the date of delivery for Reconditioned Stairlifts.
12. In some cases a handrail may have to be removed to accommodate the installation. Normally we would advise you to arrange for this to be carried out by a local tradesperson. However, we can remove your hand rail at no extra cost but this would be removal only
13. **This contract shall be governed by and construed in accordance with English law.**