

Terms and Conditions

1. Acceptance:

The Contract shall consist of your order and our acceptance thereof and shall be in accordance with our estimate. 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 estimate is provided on the basis that the ceiling/floor area and surrounding structure is sound and suitable for a Homelift installation. Our offer to provide a power supply to the Homelift is subject to the satisfactory condition of the existing wiring in your property. If you have any queries please contact us. Our offer is made, subject to the manufacturer approving feasibility.

2. Delivery time:

Delivery times estimated are from final approval of drawings and settlement of all details enabling manufacture to proceed. An installation date will be agreed by telephone or email once the delivery date of the Homelift is confirmed.

3. Guarantee:

The company guarantees that it will rectify any defects arising out of faulty materials or workmanship for 12 months 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. These repairs will incur a call out charge at our current rates, and any parts required to rectify these faults will be charged at list price. For information on your consumer rights regarding faulty goods and services please call Consumer Direct on 0808 156 2256.

4. Retention of Title:

All materials whether awaiting dispatch or installed, (in part or complete) shall remain the property of Dolphin Lifts Kent Ltd until the contract value has been paid to us in full.

5. Deposit:

A 50% deposit will be required on all vertical lifts. The deposit will be due upon point of order, and the lift will be placed on order with the manufacturer upon receipt of cleared funds. The 50% outstanding balance will be due upon installation of the lift. For Local Authority grant funded products a Purchase Order will be sufficient for the lift to be placed on order and full balance due once installation complete.

6. Restriction of Subsequent Servicing:

Dolphin Lifts Kent Ltd will be responsible for regular servicing of your lift after the warranty period only if you have first signed a Service Agreement that will be posted to you after the warranty period has elapsed.

We reserve the right to withdraw service in the event of non-payment of outstanding invoices.

7. Value Added Tax:

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

8. 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. These costs will be discussed with the customer prior to installation and agreed by both parties.

9. Cancellation Policy:

In the event of cancellation of order prior to installation, we reserve the right to claim back our costs in full for the works carried out.

Should the lift be fully manufactured, the lift cost minus an installation fee of £500.00 will be fully chargeable.

10. Buy Back Policy:

It should be noted that vertical lifts have a minimal buy back value once installed, as the majority of Lifts installed in the UK are grant funded. We will only buy back if we have a prospective customer for the lift. Please note that to reinstate the floor and make good, without decoration, will normally incur a fee of approximately £1250.00

11: Decoration: Please note the above Estimate includes making good disturbed surfaces, but does not include redecoration costs. We cannot guarantee that carpets will not be damaged when being lifted. We will take reasonable care, but will not be held responsible for rectifying such damage. All electrical wiring to be run in surface mounted trunking where necessary.

If you agree to the above terms and conditions please sign, print and date below and send a copy to the office address above

Name.....Signature.....Date.....