

Terms & Conditions of Sale

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 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 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 stairlift to our premises is confirmed.

3. Guarantee: The Company guarantees that it will rectify any defects arising out of faulty materials or workmanship for 12/24 months from the date of installation. We exclude repairs, replacements or adjustments or other work necessitated as a result of wilful or accidental damage, misuse, neglect or any other cause beyond or 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 civil rights regarding faulty goods and services please call Consumer Direct on 0808 156 2256.

4. Retention of Title: All materials whether awaiting despatch 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 "made to measure" curved stairlifts, these products are bespoke and will only be suitable on the staircase they are designed for. The deposit will be due upon point of order, and the stairlift will be placed on order with the manufacturer upon receipt of cleared funds. The 50% outstanding balance will be due upon installation of the stairlift. Straight stairlifts will not require a deposit, and the full balance will be due upon installation. Orders placed under grant will require a covering letter and purchase order rather than a deposit.

6. Restriction of Subsequent Servicing: Dolphin Lifts Kent Ltd will be responsible for regular servicing of your stairlift 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, 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. Up to 7 days from order confirmation a charge of £500 to cover survey and drawing costs incurred by ourselves and the manufacturer will be due. We reserve the right to cover our full costs should cancellation be made after 7 days from order date.

10. Buy Back Policy: It should be noted that curved track stairlifts are individually made to measure, they therefore have a very minimal buy back value. Buy back will be subject to our current stock levels at time of buy back, and will be a maximum of £500.00 We will buy back any straight stairlifts, supplied new, within 12 months of the installation date for £500.00 (excluding any ancillary works such as electrical supply). 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.

11: Decoration: Please note the above Estimate includes making good disturbed surfaces, but does not include redecoration costs. 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 _____