

# Terms and conditions of marketing offers for Stannah stairlift products

**Stannah**

## 2 year warranty

- The 2 year warranty applies to all new Stannah stairlifts purchased direct from the manufacturer.
- The 2 year warranty does not apply to reconditioned Stannah stairlifts, where a 1 year warranty applies.
- This offer is not available on products purchased with the aid of a grant, other public funding, via a housing association or utilising a third party contract, dealer or company.
- Not available in Northern Ireland.

## 14 day satisfaction guarantee

- If you are not entirely satisfied with the quality or performance of your Stannah stairlift, please tell us within 14 days of the stairlift being installed. We will send a representative to visit you and, if you are still not satisfied, give you a full refund within 14 days of this visit.
- This offer is not applicable in respect of matters outside of our control including bereavement where the usual removal policy applies.
- This offer does not affect your statutory rights.
- It is available on any new or reconditioned product purchased direct from Stannah Lift Services Ltd.
- All requests must be made within 14 calendar days of the installation date. We will then ask you to confirm your decision in writing. On receipt of written notice the removal of the stairlift will be organised and once removed a full refund will be arranged. All monies invoiced will be returned and the stairlift will be removed during normal working hours.
- This offer does not include making good adjustments that have been made during installation, other than those that pose a threat to health and safety.
- This offer is not available on products purchased with the aid of a grant, other public funding, via a housing association or utilising a third party contract, dealer or company or non-stairlift products.
- Not available in Northern Ireland.

## Stannah Ambassador scheme

- The referrer must gain permission from the person being referred before passing on their details to Stannah.
- The stairlift must be installed within 12 months of the recommendation.
- Recommendations dated after the person nominated has already contacted Stannah will be invalid.
- In the event that the same customer is recommended by more than one claimant, the reward will be given to the first person who recommended the customer.
- Multiple referrals can be made, with each referral being entered into the prize draw.
- This offer is not available on products purchased with the aid of a grant, other public funding, via a housing association or utilising a third party contact, dealer or company.
- The extra year's warranty will only be awarded to extend a currently valid manufacturer's warranty. Beyond this period an alternative reward will be offered.
- Not available in Northern Ireland.

## Next day installation

- Next day installation is available for straight stairs only and is only available on certain products within our range.
- It applies to the purchase of a new product dependent on availability purchased direct from Stannah Lift Services Ltd.
- An order must be received by head office by 3.00pm Monday – Friday to qualify for the next day installation.
- Next day installation is not available if any alterations or sub contracting works are required to site prior to stairlift being installed (other than a powerpoint).
- Next day installation refers to next working day and applies during normal working hours only.
- This offer is not available during the Christmas and New Year period (20 December to 5 January) and may be affected by other bank holidays.
- Your sales consultant will be able to confirm installation dates in these instances.

- This offer is not available on products purchased with the aid of a grant, other public funding, via a housing association or utilising a third party contract, dealer or company.
- Not available in Northern Ireland.

**Stannah reserve the right to withdraw these offers at anytime and without notice.**

**These terms and conditions apply to stairlift products purchased direct from Stannah only and do not apply to products purchased through third party dealers or companies, with the aid of a grant or non stairlift products.**

**If you purchased your stairlift via a grant or third party, terms and conditions may vary. Ask your dealer or local authority for further details.**

## **Stannah Lift Services Ltd**

Watt Close, East Portway  
Andover, Hampshire, SP10 3SD  
Tel: 01264 364311