

GUARANTEES & SERVICE CONTRACTS

YOUR QUESTIONS ANSWERED

- **What does my stairlift guarantee include?**

Most **new** stairlifts come with a 2 year guarantee that includes all call-outs, parts and labour – together with 2 x free services.

All **reconditioned** stairlifts have a 1 year guarantee that includes all call-outs, parts and labour. Annual servicing is charged at **£85** at the end of the term.

- **What happens after my initial guarantee expires?**

You can extend your guarantee (or warranty) by purchasing a **Service Contract**. Our current prices are **£180** for a year's Service Contract for a straight railed stairlift – and **£220** for a curved rail stairlift. (*Prices are subject to the age and condition of your stairlift.*)

A Service Contract includes call-outs **WITHIN** office hours only, i.e. (Mon-Fri, 9am to 5pm). It includes all parts and labour – and one annual service.

Call-outs outside of office hours will incur a charge of **£85** (for an evening, weekend or Bank Holiday) or **£200** (Christmas Day, Boxing Day, New Year's Day and Easter Sunday).



Dolphin Stairlifts (South West) Limited

22 Marsh Road, Lords Meadow Industrial Estate, CREDITON, Devon EX17 1EU

Tel : 01363 776486 - Web : www.dolphindevon.co.uk - Email : info@dolphindevon.co.uk



- **What if I don't want a Service Contract?**

There is no obligation to purchase a Service Contract, although we do recommend your stairlift is regularly serviced.

Call-outs or servicing for non-Service Contract clients are charged at **£95, plus parts** (during normal working hours) and **£120** (evenings, weekends and Bank Holidays). Please note: we are not under any obligation to attend call-outs if your stairlift is not covered by a Service Contract provided by ourselves.

- **What does a stairlift service include?**

We recommend that your stairlift has a yearly service to ensure continued efficiency, safe operation and peace of mind. During a service, we thoroughly inspect, lubricate and adjust your stair lift. The price includes all consumables (e.g. grease, fuses, etc).

- **What's not covered under my guarantee or Service Contract?**

A Service Contract or guarantee does not include attention to any defects arising from lack of service; improper treatment; incorrect power supply; accidental damage; removal of foreign objects; spilt drinks; the lift being switched off by the user; wear and tear to upholstery - or any other faults beyond our control.



Disclaimer: Our prices and terms are subject to change.
All prices are subject to the age and condition of your stairlift. Prices correct as at JUNE 2020.



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