



## Terms and conditions

### 1. Definitions

In the contract, the following words have the meanings next to them:

**Assessment:** setting out what is required to service or repair the product, or, if not possible, the status of your product (e.g. parts unavailable).

**Inspection:** of your product to determine if it can be serviced or repaired by us.

**Normal working hours:** 8am to 4.45pm Monday to Thursday and 8am to 3.45pm on Fridays, excluding public holidays.

**One-off fee:** to cover the cost of an inspection and for one of the following:

- (i) a service
- (ii) a simple repair;
- (iii) a repair quotation;
- (iv) an assessment of your product.

**Repair quotation:** a quotation for further work required to your product.

**Simple repair:** a repair to your product that can be completed within the first hour of arrival and where no parts are required.

**Service:** a full lubrication and clean of your product.

**Visit:** an engineer attending a property.

**We, our, us:** Stannah Lift Services Ltd, Watt Close, Andover, SP10 3SD (company no. 1189799)

**You, your:** the person named as customer.

### 2. What the terms cover

The fee covers our engineer's time and travel expenses. If you call out our engineer outside normal working hours, we'll charge you at the appropriate overtime rate.

Under these terms, we'll arrange for an engineer to visit the property to inspect your product. The visit will take place on a date and approximate time agreed with you.

We'll provide up to one hour of labour (which covers the time taken for the inspection and one of the following:

- (i) a service (ii) a simple repair (iii) a repair quotation, or (iv) an assessment.

Where your product requires a simple repair, i.e. the repair can be completed

within the first hour and requires no parts, the engineer will proceed with your agreement.

Where your product is repairable by replacing batteries, and the engineer has them in van stock, we'll advise and ask you to agree to the additional costs.

Where your product is not repairable, the engineer will give you an assessment.

Performing an inspection and one of the following: (i) a service (ii) a simple repair, (iii) a repair quotation, or (iv) an assessment, will fulfil and complete the contract with you, even if these take less than an hour to carry out. In these situations, you won't be entitled to a refund and will be charged the full fee.

If your product is working on arrival or beyond economical repair, you'll only be charged a portion of the fee (our working on arrival price) and we'll refund the difference.

### 3. Additional work outside the visit

Where your product is repairable, but the repair would take more than an hour or requires parts, we'll provide you with a repair quotation to undertake the work. If you agree to this quotation, you'll be asked to pay the agreed fee, and we'll agree with you a date to carry out the work.

### 4. Conditions of the contract

All information you give must be accurate, factual, and not misleading.

You must pay us the fee before we book the on-site visit for you.

We require access to your property. You must ensure an adult (aged 18 or over) is at the property to provide access, approve the completion of any repair works and make payment.

You won't receive a refund if our engineer can't conduct the visit because no one is there on the agreed date.



## Conditions relating to the product

Your product must have been installed and used in accordance with the manufacturer's instructions.

Your product must be accessible, compliant with all standards and safe to work on (as reasonably determined by our engineer). We won't do any work where these standards aren't met, e.g. a pest infestation or hazardous material (e.g. asbestos) is present.

If our engineer finds that your product is unsafe, they'll disconnect/isolate it. For the safety of those in the property, it must not be used until the fault is corrected.

## 5. General exclusions

Under this contract, we won't pay for:

- any costs for parts required to repair your product or for labour costs beyond the first hour of the on-site visit (i.e. anything more than a simple repair)
- costs for damage to your premises or any other property or possessions unless arising from our negligence
- any liability for subsequent faults in your product (including costs to repair or replace parts), unless arising from our negligence.

## 6. Cancellation rights

### Your right to cancel the contract

You'll receive a full refund if you cancel the contract within 14 days after the date the contract is entered into (the cooling off period).

However, if you've requested for the visit to take place during the cooling-off period, then your right to cancel the contract and receive a refund will end the day the engineer is due to arrive at your property.

If you wish to cancel your contract, please inform us by contacting your local service branch as soon as possible.

### Our right to cancel the contract

We may immediately cancel this contract where there's a valid reason. Valid reasons include, but are not limited to, the following:

- where you fail to comply with the conditions in section 4;
- where our staff receive threatening or abusive behaviour or language.

You'll receive a full refund if this contract is cancelled, and the visit hasn't been completed or attempted. No refund will be due if we cancel the contract, but the engineer has already arrived at your property.

## 7. Data protection

We'll use your personal information in line with data protection laws (for example The Data Protection Act and the General Data Protection Regulation). Please visit [www.stannah.com](http://www.stannah.com) for full details.

## 8. About us & how to contact

If you have any questions, please get in touch with us by phoning your local service branch.