

Customer Helpline 1800 932 613

Acorn Stairlifts Limited (we, us) conditions

1 Acceptance.

This contract shall consist only of the Order Form and these terms and conditions, nothing else shall form part of the contract and be binding on you or us. Nothing in this contract shall affect your statutory rights.

2 Delivery.

We will try to deliver the goods as arranged with you. The delivery dates are given as accurately as possible, but we cannot guarantee them. You are not entitled to cancel the order (except under point 10) or to claim damages if we cannot deliver on the dates we have arranged. We will try to give you timely notice of any unavoidable delays, subject to any specific arrangements made with you.

3 Buying back the goods.

We will not buy back the goods from you.

4 Power supply.

You must provide a suitable 13-amp socket or fused spur which can only be used for the stairlift. If this is not available, you must arrange to have one fitted before we install the stairlift.

5 Who owns the stairlift?

You will only own the goods when you have paid us all the amounts you owe under the order. Until that time, we may take back the goods at any time.

6 Warranty.

We supply the stairlift with a 24-month manufacturer's warranty which applies from the date we install the stairlift and which covers the cost of parts and labour for faulty manufacture or installation. It does not cover problems caused by the Stairlift being used incorrectly or being damaged by you or other people. We will decide whether to repair or replace the stairlift. We will contact you before the end of the warranty period to see if you want to enter into a Service Contract for your Stairlift.

7 Personal details.

We will comply with the Data Protection Act 1988 as amended. We will keep your personal information to help us manage your contract and to provide you with information you about our related products and services. We will not share your information with outside organisations unless we have to do this by law.

8 Safety.

If we are not able to install your stairlift for safety or other practical reasons of which we have expressly informed you, we will be entitled to cancel your order, even if we have already accepted it. If we do this, we will return any deposit you have already paid us as soon as possible.

9 Liability.

We accept responsibility for any death or personal injury which may be caused: (a) as a result of our negligence (b) by any breach of our obligations under this contract; and/or (c) as a result of any other act or omission on our part. We will not be liable to you under this contract for any consequential or indirect loss of any nature caused or contributed to by us. We will not be liable for any changes or modifications made to the Stairlift without our knowledge.

10 Opportunity to put things right.

If you suffer any loss or damage we are responsible for then you must allow us a reasonable opportunity to remedy the problem (or example by allowing us access to your home to repair any damage for which we are responsible). We will not be responsible for any loss or damage which you fail to afford us a reasonable opportunity to put right and/or which could have been avoided or minimised by you taking reasonable steps which you failed to take.

11 Law.

Any dispute arising out of this contract shall be governed by and construed in accordance with the laws of the Republic of Ireland