

GENERAL TERMS AND CONDITIONS OF ONLINE SALES

PURCHASED DIRECTLY FROM STANNAH IN CALIFORNIA

1. **SEVEN-DAY NO-RISK MONEY-BACK GUARANTEE.** If you're not completely satisfied with your Stannah Stairlift, just notify us within seven days after installation and we'll remove it, cancel your contract and refund your purchase price in full. You may cancel your order and get a full refund at any time prior to installation.
2. **CONTRACTOR'S LICENSE AND BOND NOTICE.** Contractors are required by law to be licensed and regulated by the Contractors' State License Board, which has jurisdiction to investigate complaints against contractors if a complaint is filed within four years of the alleged violation. Any questions concerning a contractor may be referred to the Registrar, Contractors' State License Board, P.O. Box 26000, Sacramento CA 95826. It is the homeowner or general contractor's responsibility to notify the local building department that this equipment is being installed. Also, they must inquire as to what other items in the home may be affected or required because of the installation of this equipment. Any permits or inspections required by the building department are the responsibility of the homeowner or general contractor.
3. **ENTIRE AGREEMENT.** The only terms of the agreement between you and us are those set forth in the Stannah Stairlift Quotation we provided to you and your completed Stannah Stairlift Order Form, including these General Terms and Conditions of Sale. If you believe that anyone has promised or agreed (orally or otherwise) to any other terms on behalf of Stannah Stairlifts, you should write those terms on the front of the Order Form before you sign it, and you should not rely on those terms as being part of our agreement with you unless we confirm to you in writing that we agree to them.
4. **LIMITED WARRANTIES.** New Stannah Stairlifts are covered by our lifetime warranty on motor, gearbox and rail and two-year limited warranty on all other parts. For refurbished Stannah Stairlifts the warranty periods are five years for motor/gearbox and one year for other parts. We'll repair or replace any parts of your Stannah Stairlift that fail within the applicable warranty period – no charge to you for parts during the entire warranty period or for labor during the first year of the warranty period. Our standard labor charges apply after the first year of the warranty period.

Our warranties don't cover Stannah Stairlifts that have been serviced, repaired, or modified by anyone other than our authorized technicians or that have been subjected to negligence, misuse, or lack of maintenance.

THE ABOVE WARRANTIES AND REMEDIES ARE THE ONLY WARRANTIES AND REMEDIES WITH RESPECT TO OUR PRODUCTS, AND ARE IN LIEU OF (AND WE HEREBY DISCLAIM) ANY AND ALL OTHER WARRANTIES AND REMEDIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION WARRANTIES WITH RESPECT TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

5. **SERVICE.** Our normal service hours are from 7 a.m. to 3 p.m. Monday through Friday. Service may not be available on our observed holidays. Post-warranty service plans are available – please contact us for details.
6. **TITLE.** Title to products sold by us remains with us until you pay us the full purchase price.
7. **GENERAL.** This agreement will be governed by California Law. If any court proceedings are commenced between the parties concerning or related to this agreement, the prevailing party shall be entitled to a reasonable sum for its attorney's fees.

Amounts due are to be paid in cash or immediately available funds.

A service charge of the lesser of 1.5% per month or the highest rate allowed by law will be added to cover the costs of handling your account if any amounts due and payable are not paid within 15 days from the date of invoice. You can avoid the service charge by paying invoices on time.