

Crelling Harnesses for Disabled Ltd.

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VAT No. 156 7053 59 Company Reg. No. 3315245

Terms & Conditions

General

We reserve the right to change these Terms and Conditions at any time.

It is your responsibility to read the Terms and Conditions each time you visit the web site and your use of the website will be deemed as your acceptance to be bound by the latest Terms and Conditions.

Crelling Harnesses are not classed as Safety Harnesses

They are a Low Risk Medical Device, Class 1.

The vehicle safety belt **MUST** be worn over the top of the Crelling Harness unless a Certificate of Medical Exemption from Compulsory Seat Belt Wearing has been issued by a Doctor / General Practitioner (GP).

The combination of the existing safety belt & the secondary harness offers added security for the passenger.

Care & Maintenance Instructions

Care & Maintenance Instructions are enclosed with every order. These **MUST** be read carefully before fitting a harness and followed for correct use.

Quality Assurance

Every effort is made to maintain a high standard of quality and reliability through precise specification, inspection and testing. New and improved components are constantly being added and designs updated where appropriate.

Our products have been on the market for over 40 years and our designs have been developed and used successfully over this time.

All our products carry the CE mark & comply with the requirements of the (MDD 93/42 EEC).

We are a certified member of the British Healthcare Trades Association and abide by the BHTA Code of Practice and the British Chamber of Commerce.

We were awarded The Prestigious Award 2007 for businesses in the caring sector.

Our harnesses have been designed to provide extra postural support and help clients maintain an upright position when seated in most types of seating.

Many designs also offer a certain degree of restraint for those with challenging behaviour or learning difficulties.

They are not safety harnesses and all vehicle harnesses should be worn in conjunction with the existing safety belt.

Cancellations

If you should decide to cancel your order, please advise us as soon as possible. We will also require confirmation of the cancellation in writing (email, letter or fax) giving us your purchase order details (including official Purchase Order No. where applicable).

If the cancellation is advised to us after the order has been despatched, you will be responsible for any courier/postage charges for its return.

NB. Your right to cancel an order starts the moment you place your order and ends 14 days from the day you receive your goods.

If your order consists of multiple goods, the 14 days runs from when you get the last of the batch.

This 14 day period is the time you have to decide whether to keep the goods or not and you then have a further 14 days to actually send the goods back to us.

If there are special circumstances where it is not possible to return items within this 14 day period please contact us to discuss the matter as we do try to be flexible to meet your needs.

Your right to a refund

You should get a refund within 14 days of either our company receiving back the returned goods, or you providing evidence of having returned the goods to us (for example: a proof of postage receipt from the post office etc.), whichever is sooner. A deduction can be made if the value of the goods has been reduced as a result of you handling the goods more than was necessary. Goods should be returned in as new and clean condition.

We will refund the cost of the goods plus the basic delivery cost (excluding the packing charge) of getting the goods to you in the first place, so if you opted for enhanced service to return goods, for example: guaranteed next day, we will only refund the basic postage cost.

Returning faulty goods

On delivery, the purchaser shall carry out a visual examination of the goods and shall notify the company within fourteen (14) days of any defect revealed by such examination. Without such notification, we will deem the goods satisfactory in respect of any defect that such an examination should reveal.

From time to time some products may develop minor faults. Should this happen during your guarantee period we can arrange for your goods to be repaired or replaced where necessary.

Payment

Once we have received your order and checked our stock availability the payment will be processed.

Goods are subject to availability and in the event that we are unable to supply your request, we will notify you as soon as possible. In this case, any goods that have been paid for will be fully refunded.

Security

At Crelling Harnesses Ltd. we take Security very seriously.

Our Payment processing partner uses the latest security to ensure that your credit card details are always protected when you shop online.

When shopping online Crelling Harnesses Ltd. never receives your credit card information, this is all taken care of by our processing partner.

Privacy Policy

Crelling Harnesses Ltd. does not disclose any information on its customers to any third party on any occasion. The only exception to this policy is for our courier's delivery requirements.

Guarantee

All our products are fully guaranteed for 12 months from the date the goods are supplied.

If the product you have purchased develops a material or manufacturing fault within 12 months of purchase, and the fault has not been the result of abuse, misuse or negligence, incorrectly fitted or normal wear and tear, return it to Crelling Harnesses Ltd. with proof of purchase.

We recommend that you keep your receipt in a safe place.

We reserve the right to return the product to the original manufacturer where appropriate, to determine the nature of the fault.

We will, at our discretion, repair, replace with same or similar item, or refund the cost of the product. Any postage charges incurred in returning the goods will be reimbursed.

Your statutory rights are not affected by this guarantee.

Get Wise to making a complaint

We are an approved member of the BHTA which represents healthcare and assistive technology products and services in the U.K. As a BHTA member we have signed up to a special Code of Practice which has been granted full Office of Fair Trading approval under the Consumer Codes Approval Scheme (CCAS).

If you've just bought a product and for whatever reason, are not happy with it, please contact us

Please also see the **BHTA 'Get wise to making a complaint'** leaflet that aims to explain how to go about it. This leaflet is enclosed with every order. It can also be downloaded from our website - www.crelling.com/information.html

If you have any queries regarding our products please contact us

