

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

The vehicle safety belt **MUST** be worn over the top of all Crelling Vehicle Harnesses 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.

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. Please see our [Privacy Policy](#) for further information.

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:-

Crelling Harnesses Ltd.

12 Crescent East

Thornton-Cleveleys

Lancashire

FY5 3LJ

Tel: 01253 852298 - Calls can be taken between 09:00-12:00 & 13:30-16:00, Monday to Friday.

Fax: 01253 821780

Email: info@crelling.com

Care & Maintenance Instructions

Please read instructions carefully before fitting and follow them for correct use.

If there is any query or problem with the suitability of the product, please do not hesitate to contact us.

Retain these instructions for future reference.

It is most important that the operating & maintenance instructions are kept with each harness. Especially if being transferred to new users.

Additional copies of these instructions are available on request. They can also be found on our website.

IMPORTANT:

Our range of harnesses are not classed as safety harnesses.

The vehicle safety belt MUST be worn over the top of our harness unless they are exempt for medical reasons.

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

General maintenance of our belts & harnesses

Before each use check that the belt or harness is in a satisfactory condition and is appropriate for the user.

Ensure that all belts and harnesses are fitted, adjusted and used correctly.

It is also very important that they are maintained & cleaned in accordance with the instructions below:

- We strongly advise that a carer, O.T. or G.P. etc. Who is familiar with the patients requirements is consulted prior to the selection of a harness. The clients condition together with the type of seating/equipment is most important in choosing the most suitable belt/harness. An inappropriate selection may prove uncomfortable or harmful for the occupant.
- Please refer to the appropriate fitting instructions for each model of belt or harness. These are enclosed with every harness. Additional copies are available upon request.
- Regularly inspect the belt or harness for damage, wear or malfunction. If any problems are identified replace it immediately.
- Belts and harnesses should be replaced if they show any sign of fraying or cuts.
- Regular checks are also necessary to assess the harness is still meeting the needs of the user as over time these needs may change.
- If the equipment was used during an accident, it should be replaced immediately.
- Avoid contact with corrosive liquids and keep the webbing away from sharp edges.
- If storing a harness with a PVC/Leatherette chest or back pad, do not fold. This may create creases which could cause discomfort to the passenger.
- Do not attempt to modify the equipment,. Any modifications to our belts or harnesses will void the warranty.
- If there is any query or problem with the suitability of the product, please do not hesitate to contact us.

Washing Instructions

- All webbing and components can be cleaned by hand as necessary.
- HAND WASH ONLY . Do not machine wash or tumble dry.
- Please use warm soapy water (up to 70/80°) and a clean soft cloth.
- Mild detergent, anti bacterial wash, disinfectant or a mild spray disinfectant can be used - but do not use products containing bleach.
- Rinse with clear water, and allow to air dry.
- **IMPORTANT:** when cleaning or disinfecting do not immerse buckles in disinfectant or water.

Transport of Special Needs Passengers

Disabled children and adult passengers travelling in vehicles should always wear a safety belt or special restraint during transport.

Our range of vehicle harnesses are not designed to replace the seat belt but work in conjunction with it to offer both safety plus support and in some cases a certain degree of restraint.

- The existing seat belt fitted in the vehicle may not offer sufficient support to the more severely disabled and it may be necessary to provide an extra restraint to hold the passenger in an upright sitting position, in combination with the seat belt.
- Front seat, disabled passengers in vehicles, frequently fall sideways out of the diagonal section of the seat belt, especially going around corners or sudden braking. two vertical static shoulder straps would offer additional support.
- The law requires all children travelling in cars to use the **correct child car seat** until they are either 135 cm in height or the age of 12 (which ever they reach first). After this they must use an adult seat belt.
if the passenger is under 12 years or 135cm, please refer to our 'Child Seats & Suggested Products' literature to ensure the child is using the correct child seat & to see which of our products can be used.

- Special Needs passengers should never be left unattended whilst using any item in our range. Belts, harnesses or products should only be used whilst under the constant supervision of a parent, carer or guardian.

IMPORTANT: Our range of harnesses are not classed as safety harnesses. The vehicle safety belt MUST be worn over the top of our harness unless they are exempt for medical reasons. The combination of the existing safety belt & the secondary harness offers added security for the passenger.

Booster Cushions



Illustrating one of our harnesses fitted in conjunction with the existing vehicle safety belt.

Booster cushions can be used in conjunction with all our range of vehicle harnesses.

This helps to raise the child to the correct height for wearing the vehicle safety belt.



For current laws and guidelines please visit:

www.rospa.com
or
www.childcarseats.org.uk

Get wise to making a complaint



If you've just bought a product and for whatever reason, are not happy with it, this leaflet aims to explain how to go about making a complaint

Unfortunately sometimes things do go wrong. Hopefully with commonsense and good will, they can be sorted out to everyone's satisfaction before resorting to the law.

We at the British Healthcare Trades Association (BHTA) represent nearly 400 companies who make and sell many different products and services, known as Assistive Technology products, designed to help vulnerable people in their own homes as well as in the NHS and in the community. These include all sorts of mobility products like scooters and wheelchairs; stairlifts and hoists, stoma and incontinence products.

The BHTA Code of Practice is the first in the healthcare industry to have been approved by the Trading Standards Institute.

The reason we've done this is to reassure you that our members are responsible businesses and not involved in inappropriate selling tactics.

A condition of BHTA membership is that they abide by our Code of Practice.

This means that:

- You can expect a high standard of behaviour and service from them.
- Their behaviour is policed.
- Members, through the BHTA, keep themselves up to date with legislation and best practice.
- Should anything go wrong and can't be resolved with the company then you can call on the BHTA for assistance.
- Independent arbitration is available for resolution of complaints.

You can request a copy of the Code from the company or from the BHTA.

We take complaints very seriously and we will do all we can to sort out your problem, if it can't be resolved between yourself and the company that you bought your product from.

Is my complaint valid?

First of all you need to check that your complaint is valid. For example:

You should have:

- Told the salesman exactly what you wanted the product/service for and what you expected it to do.
- Given the salesman all relevant information about yourself at the time of purchase.
- Read the paperwork.
- Followed the instructions.

Did:

- The salesman say exactly what the product could and could not do?
- You feel pressurised into making a decision?
- The salesman offer any alternative product/service at the time?
- The company meet promised timescales (for delivery etc)?



If you feel you did everything you should and the answer to one or more of these questions is “no” then your complaint may be valid and you should pursue the matter.

What do I do?

First of all, complain to the company.

There is a complaints process to go through and in the first instance we would ask you to:

- Telephone the company from whom you bought the product or service concerned straight away, and see if your problem can be sorted out. Keep a note of when you rang and who you spoke to.
- Ask them what their complaints procedure is and go through that. When writing, keep a copy of your letter(s) and their replies.
- If, after a reasonable period of time (ie. not more than three months at most) your complaint has not been resolved you should consider contacting someone else for help.

You can make a written complaint to the BHTA if the company is a member – they may display the BHTA logo or you can check with the BHTA by telephone (020 7702 2141) or email (bhta@bhta.com).

If the company is a BHTA member

To check if the company is a member (they may display the BHTA logo) visit the website (www.bhta.com), email bhta@bhta.com or telephone (020 7702 2141)

- Write to the BHTA at the address below, explaining simply what has happened. In order to pursue your complaint you must write rather than ring.

Include copies of as much back-up paperwork, letters etc as you can, and a record of any telephone calls.

What happens next?

- We will send you a copy of the BHTA Code of Practice and contact the company concerned for a report.
- When we are satisfied we have obtained all the facts we will advise both parties.
- If you are not happy with our conclusions you have the option of being referred to our independent arbitrator.

Do I have to accept the decision of the arbitrator?

- No, but if you do reject their findings your only other route is probably through the courts.
- However, if the arbitrator finds against the company it is binding on them.

When the BHTA can't help

- If the company is not a member of the BHTA.
- If the company in question was not a BHTA member at the time of the complaint.
- If your complaint is going through the courts, or in the hands of a solicitor.
- If your complaint relates to price.

Who else could help me?

- Citizens Advice: The consumer helpline is 08454 04 05 06, their website is www.adviceguide.org.uk
- For information about the Trading Standards Institute's Consumer Codes Approval Scheme, visit www.tradingstandards.gov.uk/advice.

The BHTA represents nearly 400 companies, all of whom adhere to the BHTA Code of Practice, the only one in this industry to be approved by The Trading Standards Institute. BHTA member companies operate to higher standards of customer protection than the law requires.



Seen in all the best places

New Loom House · Suite 4.06 · 101 Back Church Lane · London · E1 1LU
T 020 7702 2141 · F 020 7680 4048 · E bhta@bhta.com · www.bhta.com

Returns Policy

Thank you for your order. We hope that you will be pleased with your goods. Please check your order against the delivery note & should there be any discrepancies please call us on 01253 852298.

If you purchased goods directly from us and for any reason you wish to return any item from this parcel please do so within 14 days, enclosing the Return Slip at the bottom of this page. Alternatively please enclose a copy of the Delivery Note or Invoice, clearly stating the reason for return and whether you require a refund or exchange. If goods were purchased by a third party, please check their Returns Policy to determine what your options are.

IMPORTANT:

Goods must be returned in a clean and as good as new condition or a charge will be made. This charge will vary according to the general condition and extent of damage or soiling to the goods concerned.

Please make sure the goods are securely wrapped & send to the address below. All Postal charges are at the cost of the customer. We strongly recommend that you obtain a free certificate of postage from the Post Office as you are Responsible for your parcel until it has been received into our office. Unfortunately, items lost in transit will not be treated as returned if there is no proof of postage. All goods remain the sole property of the Supplier until payment has been made in full.

Faulty Items

In the unlikely event of a faulty item, we will refund any postage and ensure you are reimbursed for standard return postage on the item.

NB. We cannot accept an item returned as faulty if the appropriate product care instructions have not been followed and the damage caused to the product is clearly due to wear and tear or misuse.

Refunds

Once your returned goods are received, inspected and approved by our Quality Control you will be invoiced for the initial carriage cost only.

This is necessary to offset the cost of the high volume of goods offered for assessment and allows us to continue to offer the benefit of a 14 day trial service whilst keeping prices at a minimum for everyone.

Crelling Harnesses Ltd.
12 Crescent East
Thornton Cleveleys
Lancashire
FY5 3LJ

Postage
Required

✂️-----
Date of Return:

Our Ref:

Name:

Address:

Daytime Telephone No:

Items Returned:

Reason for Return:

Please select action:-

Exchange

Refund



Crelling Harnesses For Disabled Ltd.

12 Crescent East, Thornton-Cleveleys, Lancashire, FY5 3LJ

Tel: 01253 852298 Fax: 01253 821780 Email: info@crelling.com Website: www.crelling.com