

# 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.

## Usage Policy and Care & Maintenance Instructions

Usage Policy and 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.**



## Crelling Harnesses For Disabled Ltd.

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

Tel: 01253 852298 Fax: 01253 821780 Email: [info@crelling.com](mailto:info@crelling.com) Website: [www.crelling.com](http://www.crelling.com)



## 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.



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

## 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.

## 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](http://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](mailto: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 Fitting Instructions, Usage Policy and Care & 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.

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.

## GET WISE TO MAKING A COMPLAINT

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](mailto: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](http://www.bhta.com)), email [bhta@bhta.com](mailto: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](http://www.adviceguide.org.uk)
- For information about the Trading Standards Institute's Consumer Codes Approval Scheme, visit [www.tradingstandards.gov.uk/advice](http://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.

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](mailto:bhta@bhta.com) · [www.bhta.com](http://www.bhta.com)



*Seen in all the best places*

## 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)?

## 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.



# 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 (whichever 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.

## Booster Cushions

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](http://www.rospa.com)

or

[www.childcarseats.org.uk](http://www.childcarseats.org.uk)



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

- For passengers who perspire excessively (especially during summer months) it is recommended that frequent checks are made to ensure the passenger is not becoming overheated when wearing the harness. Regular checks should be made to ensure that perspiration is not causing unnecessary chaffing from the harness against the passenger's skin. If overheating / chaffing occurs, actions must be put into place to prevent this.
- **Some clients have used cotton fabric and secured this around the PVC back pad and chest pad of the harness with self-adhesive Velcro.**
- Care is advised during hot summer months as the metal part of the buckles may become hot if left in direct sunlight, whilst in the vehicle. Please check that buckles are not too hot prior to putting them against the passenger.
- 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, incorrect fitting or normal wear and tear, please contact us and we will arrange to repair or replace the harness.
- Any alterations made to the harness by a third party will invalidate the 12-month guarantee and will not be covered under our insurance for any injuries sustained.
- All of our harnesses have been on the market for between 30 - 40 years and over the test of time have proven successful with our client's requirements. We do not make bespoke harnesses. We do however offer simple modifications where necessary, which do not interfere with the general design of the harness. i.e. change of buckles / lengthening of straps/ additional padding etc.
- We reserve the right to review, modify and change our harnesses at any time. Alterations to any harnesses will be at the sole discretion of the company's directors.
- Although there is not a set maximum consecutive time period for a harness to be in use. We would advise that during long journeys that the client is checked regularly and given a rest period from being in the harness, where possible every couple of hours.
- If there is any doubt as to the suitability or fitting of a harness, discontinue use until further professional guidance has been sought.

## Washing Instructions

- The harness should be the appropriate size for the individual and be fitted correctly ensuring it is a snug fit, but not too tight as to cause discomfort /injury.  
**The pinch test on the webbing can be adopted to ensure the harness is not too loose.**
- Comfort sleeves provided with the harnesses should be placed on the shoulder and groin straps on all vehicle harnesses to prevent chaffing from the adjuster buckles.
- **Some clients require additional padding; extra comfort sleeves can be purchased individually if required.**
- The vehicle safety belt should be positioned over the top of the Crelling harness being used.
- Always ensure that other special needs passengers travelling within the same vehicle are suitably positioned/ restrained. It may be necessary for other special needs passengers to be seated so that they cannot interfere or cause injury to the harness wearer at any time, as this individual would be unable to safely move out of the way.
- Passengers wearing a harness should never be left alone in the vehicle and should be under the constant supervision of a responsible adult.
- Regular checks should be made to ensure the passengers requirements have not changed and the harness being used is still the most suitable harness for the individual.  
**When checking to ensure that client's requirements have not changed, please also consider checking for weight changes, as this may affect how secure / comfortable the harness is for the passenger.**
- The harness should be checked regularly for damage to both components and webbing. If damage or fraying occurs, the harness should not be used and should be replaced immediately.
- Many special needs individuals have lowered immune systems. Good hygiene protocols can help lower the risk to these individuals. We recommend that the harnesses should be checked routinely to ensure they are adequately clean.  
**Copies of our washing instructions can be obtained from our website or by email.**
- If the vehicle is involved in a road traffic accident and the harness was in use at the time of collision, we would recommend immediate replacement.
- We strongly recommend that a safety knife webbing cutter is kept on board the vehicle, where harnesses with steel safety buckles are in use.
- This is not a mandatory rule, but is advisable so passengers can be removed quickly from the harness in the event of an accident.
- Many road users who do not use special needs harnesses insist on carrying a safety knife webbing cutter onboard their vehicles, so they can cut through the actual vehicle safety belt in an emergency.  
If the safety knife webbing cutter is used, it should be replaced with a new one.
- **Safety knife webbing cutters can be purchased from us if required.**  
**Our policy for the use of safety knives, can be obtained from our website or by email.**

- 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.

### **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.**

**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.**

## Use of Vehicle Harnesses Policy

Our specialised range of vehicle harnesses are designed to aid both children and adults with challenging behaviour and postural support requirements during transit in both cars and minibuses.

The aim of our vehicle harnesses is to enhance the passenger's quality of life by allowing them to be safely transported to their destination. This allows the passenger to continue to enjoy day to day activities such as going to school, as well as day trips out to locations a little further afield!

Our harnesses reduce the risk of injury which may be incurred during transit, especially when dealing with volatile individuals and passengers whom have no awareness of danger. The harness benefits not only the passenger, but also the driver / escort and members of the public, whom may be using the road or surrounding footpaths at the time of transport.

Social interaction is vital to many special needs individuals for continual development and is also important to their parents / carers as a means of fun, quality time spent with the individual, but also for the carer to receive support from others. Without access to an aid to safely transport the individual to a set location i.e. school/ the local park / day trip, individuals may be excluded from these activities and many parents /carers would become reliant on others for transport and in some cases home bound – this would be detrimental to the individual and the parent/ carer.

If the use of a harness from our range is suggested for an individual, we would recommend that you perform your own risk assessment. Firstly to determine if a harness is needed and secondly to determine which type in our range would be most beneficial to the individual concerned.

We are happy to give advice over the phone if help is required when selecting a harness.

The harness selection flow chart is available for download from our website and is a helpful tool to use when selecting a harness for a potential client.

**NB. Schools should check with their local councils / governing bodies to see if there are any set policies / risk assessments already in place that they need to adhere to in relation to the use of vehicle harnesses.**

**Permission should be obtained from the legal parent or guardian of children prior to use. In some instances where the child is under social services, a best interest meeting may be required prior to permission being given.**

- The vehicle harness should be selected carefully to meet the needs of the passenger.
- We can offer a 14 day trial, sale or return policy on any of the vehicle harnesses in our range for customers within the UK.
- Please ensure you meet the UK legal requirements when transporting children using child / booster seats, as disabled children are not exempt from these regulations, unless they have an exemption certificate from their G.P.

**ROSPA have a helpful guide for which type of seat should be used. This can be accessed on our website.**

- Our harnesses are not suitable for use with rear / forward facing child seats with an integral harness. They may be used with high backed booster seats with height adjustable head rests or booster cushions if required.
- Harnesses for passengers with gastric feeding tubes, urinary / colostomy bags etc should be considered carefully to ensure the harness will not interfere with the attachment site.
- Harness selection for passengers with spinal problems should be carefully considered and then referred to the passengers G.P for approval prior to use.
- We strongly recommend that a harness complete with a groin strap is used for passengers who submarine down in their seats.
- Where possible it is strongly advisable that passengers have their own individual harnesses. This helps to prevent cross contamination and the spread of infectious diseases. Individual harnesses for passengers will also make it easier for carers as they do not need to alter the lengths of the straps for each journey.
- We recommend that epileptic passengers use a quick release buckle where possible, to allow quick release during a seizure. This is not possible in some cases due to extreme challenging behaviour.
- Ensure the care & maintenance, fitting instructions and buckle information sheets are read through carefully prior to use of the harness. All staff / parents / carers etc whom will be fitting the harness or travelling with the passenger should familiarise themselves with this literature. Companies should ensure that staff members are fully aware that the Crelling harness is **not** classed as a safety harness, but a postural support harness which aids in the prevention of injury. 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.
- We recommend contacting your vehicle insurance company and informing them that you are using a disabled person's aid. Some insurance companies will cover the replacement cost of the harness if you are involved in a road traffic accident.
- We strongly recommend that passengers with challenging behaviour are not transported in the front passenger seat of the vehicle, as they may interfere with the handbrake or steering wheel, even whilst wearing a harness.
- All staff/ carers should be shown how to unfasten the steel safety buckles prior to the passenger being placed into the harness.
- The only rear fastening harness in our range is Model 13. In order to fit this harness, easy access is required all the way round the seat back & underneath the base of the seat cushion. **Therefore, this harness is usually only suitable for minibuses, coaches & people carriers etc. which allow easy access directly behind the seat. This harness MUST NOT be fitted to a standard car where the only access to the back of the seat is via the boot.**
- Harnesses should be fitted to the vehicle in accordance with the fitting instructions for the specific model purchased. Fitting Instructions & Care & Maintenance documents are supplied with every harness. These documents can also be found on our website. For copies of instructions that are no longer on our website, please contact us.
- Once the harness is fitted, please ensure that any packaging from the harness & especially poly bags & rubber bands, are safely removed from the vehicle. These could potentially become a choking hazard in cases of leaning difficulties & challenging behaviour.