

# STAIRLIFT QUOTE CHECKLIST

Questions to ask the Surveyor	Company Name & Lift Model			
	1st Choice Stairlifts			
What is the price of the lift & installation?				
How much does a warranty package cost?				
How much does a callout cost?				
What are your lead times for my lift?				
Are you a Manufacturer or an Authorised Dealer?	Authorised Dealer			
Are you an approved supplier for Local Authority?	✓			
Are you a Which? Trusted Trader?	✓			
Are you a BHTA member?	✓			
Are your engineers manufacturer trained?	✓			
Will you project manage any extra building works?	✓			
Do you have 24/7 callout cover?	✓			
Are removals & buybacks available?	✓			
Do you have a showroom I can visit?	✓			

## Hello!

We've made this handy checklist to help you compare quotes from different lift companies. We always recommend getting multiple quotes so that you have the freedom to decide which is the best option for you and your budget.

These are the most important questions to ask during your assessment to ensure you're buying from a company that you can trust will look after you and your lift for its entire lifespan.

There is one extra question that we recommend asking yourself once a surveyor has attended your home, that is "Did I feel pressured into buying a lift from this person?". We never want customers to feel pressured into a purchase and believe that everyone should be allowed time and space to decide if a company or lift is right for them. You can rest assured that we will never pressure you into a purchase, because we do not employ 'commission-only' sales people.

Below you can find descriptions regarding some of these questions and why it matters that you ask about them. If you have any more questions, please do give us a call on **01249 814528**.

- **Manufacturers vs. Authorised Dealers:** Manufacturers will only offer their lift brand. This means that there will be fewer models options available to you and other lift companies may be unable to repair or service your lift for you. Few manufacturers sell directly to customers, while most sell through dealers only, giving you the choice to decide which lift is going to best suited to your home and your needs. Authorised dealers sell a number of different makes and models and have been approved by the manufacturers themselves to sell their product.
- **Local Authority Suppliers:** Local Authorities have an approved list of contractors that they deem reputable and trustworthy. They will recommend these to people who get in touch querying their options.
- **Which? Trusted Traders:** Trusted Traders is an endorsement scheme where traders must pass a rigorous assessment to ensure they are reputable and trustworthy. All Trusted Traders have annual checks to ensure they are still adhering to Which?'s Code of Conduct, not only this but all Which? reviews are verified from genuine customers.
- **BHTA Members:** The BHTA is a non-profit healthcare trade association, whose aim is to improve industry standards and consumer protection. Members must adhere to a strict Code of Practice to qualify which proves they have the customers' best interests at heart.
- **Manufacturer Trained:** It's important that any engineer who installs or services a lift is qualified on that specific make and model.
- **Project Managing Building Works:** If you have a installed, there are occasionally building or utility works that need to be carried out in ensure a safe installation. These could include fitting a power point for your lift to plug into, moving a radiator or building an infill step.
- **24/7 Callout Cover:** By choosing a company with 24/7 callout cover, including evenings, weekends and bank holidays, you can rest assured that if your lift has a breakdown, you will never be left for long. We recommend looking for a business where you will be put straight through to a qualified engineer when you call out of hours, as opposed to a call centre.
- **Showrooms:** If you're unsure about what a stairlift will look like in your home, how one works, or which will be best suited to your needs, we highly recommend visiting a showroom to try out a lift for yourself. They give great insight into how they can fit into your lifestyle, giving you the independence you need to stay in the home you love.