

# Questions to Ask Before Buying a Stairlift

A consumer-focused checklist of the questions every stairlift buyer should ask before signing a contract. Independent, practical and free to share.

## About the company

- How long have you traded under this name?
- Are you a member of the British Healthcare Trades Association (BHTA)?
- Are your engineers directly employed or sub-contracted?
- Can I see recent local reviews and case studies?
- Are you insured to work in my home?

## About the stairlift

- Is the lift new, reconditioned or ex-rental?
- Which brand and model is it, and where is it manufactured?
- What weight capacity does it have?
- What safety features are included (sensors, seatbelt, swivel seat)?
- Does it have a battery back-up if the power fails?

## About the price

- Is the quote fixed in writing with no hidden extras?
- Does it include installation, VAT (if applicable) and removal of packaging?
- Do I qualify for zero-rated VAT?
- What is included in the warranty and for how long?
- What happens if I need to remove the lift in the future?

## About aftercare

- How quickly do you respond to a breakdown call-out?
- Are servicing visits included or chargeable?
- Do you offer a 24-hour helpline?
- What spare-parts availability do you guarantee?

**Need help?** Call our Plymouth team on **01752 648599** or book a free home survey at **[stairliftsplymouth.com](http://stairliftsplymouth.com)**. We cover Plymouth, Devon and east Cornwall — same-day call-outs available.