



StairliftStore

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aka **Advanced Lifts & Medical Supplies**

Registration # 20042

Buying a Stairlift On-Line

There are two reasons to buy online: convenience and to save money.

It is easy to search online to find a stairlift. National web marketing companies always list rock bottom prices online. Usually these prices do not include shipping or installation. Many manufacturers allow online companies to private label products and list prices below the MAD (minimum advertised price). The national online companies are allowed to do this because nationwide they sell more than local providers. Local providers often sell the same stairlift for a comparable price when including installation and shipping. So please check around first.

You may ask why do I need a manufacturer trained dealer to install a stairlift. Trained dealers have been taught how to cut the rail to fit your stairs, no long top rail which makes the rider exit at an extremely high seat height. Trained dealers have been taught to install the entire stairlift safely and to give you the most space on the stairs for persons that are able to climb the stairs. Safety is the most important. Secondly, active factory trained dealers are required by manufacturers to repair stairlifts that they have installed.

Each week we receive phone calls from consumers who have bought a stairlift online. Each of these people tell us that the online dealer said that we would repair their stairlift. Usually locally owned, trained and insured dealers will not repair a stairlift that is installed by a handyman hired by an online dealer to install stairlifts. By Texas Law, Licensed Elevator Contractors are required to install stairway lifts. A company may not hire a handyman to install stairway lifts. Normally licensed elevator contractors will not repair stairlifts installed by handyman because they become liable for everything the handyman has done correctly or incorrectly. This leaves the consumer stuck in the middle. Most manufacturers will not sell parts to anyone who is not a factory trained dealer. The consumer ends up with a non-working stairlift that was installed incorrectly.

Ask the online company to give you the phone number of the local repair company. Call the company and ask if they will repair the stairlift before you buy it. Also, if you can not install a garbage disposal, washer, dryer, light fixture . . . please think twice before you decide you can install a stairlift.