

## FREQUENTLY ASKED QUESTIONS

*Q: What size boxes do slings come in?*

- Large bag: 52cm x 42cm. Typically can contain 1-2 slings\*
- Small Box: 49.5cm x 32.5cm x 32cm. Typically can contain 2-5 slings\*
- Medium Box: 60.5cm x 33cm x 41cm. Typically can contain 4-10 slings\*
- Large Box: 62cm x 48cm x 46.5cm. Typically can contain 5-12 slings\*

\* Sling size and style dependent

*Q: Do you deliver pallets?*

Generally multiple slings are boxed items. However some of our bathing products are delivered on pallets due to size and weight.

*Q: I have multiple boxes delivered - where's my delivery note?*

There is one delivery note supplied per delivery - it is not dependant upon number of boxes. The delivery note should be found within the lead box.

*Q: Do you deliver at weekends?*

The delivery service suppliers we currently use do not offer a weekend delivery service.

*Q: Can I get expediated delivery (24/48hr)?*

If the products you have ordered are in stock, despatch will occur within 24 hours of the order being processed. Therefore there is no need for an expediated delivery service. If the product is not available immediately, despatch will occur within the fastest production timeframe available.

*Q: Can you LOLER non-C&I slings?*

Technically yes we can. However it is always preferable to have the original manufacturer undertake such inspection as they will know their own products better than a third party.

*Q: Can you LOLER other C&I products other than slings?*

Bathing equipment does not require LOLER. Other than our slings, we no longer manufacture any products that require LOLER. In the event that assistance is required for a historic Care & Independence hoist system, please contact us to discuss the alternative arrangements we have in place for these circumstances.

*Q: How do I order spare parts for bathing?*

Please email your requirements to [sales@careandindependence](mailto:sales@careandindependence), including any supporting photographic imagery. We will then prepare a quote for you.

*Q: Who changes the spare parts on bathing equipment?*

Any person considered competent and trained to do so can exchange parts on bathing equipment. Operational Guides are available upon request.

*Q: What do I do with a damaged or faulty product?*

Please refer to our Return and Repair Policy. You can also contact our Sales Admin team for assistance by calling 033 012 80808.

*Q: I don't know if this product is suitable for x,y,z?*

We have over 200 resources available as downloads on our website including User Guides, Fitting/Operation videos as well as full product details. Should you still have queries or cannot find what you need, our sales Admin Team are available to assist. Call 033 012 80808.