

Sling Templating Service

To whom it may concern.

Silvalea offer a templating service for slings that are unavailable from the original supplier or tailor-made slings by Silvalea that are too old for us to have kept the original design.

Silvalea will ask for the sling to be sent to us with the correct paperwork supplied by our customer service team. It is your choice on how you wish to send the sling back but for your protection, in case it does get lost in transit, we suggest a courier or tracked/signed for with the post office.

Once the sling has been received it will be templated, coded and a quote will be forwarded.

Silvalea will return any sample slings at the earliest convenience after a template has been taken by our Technical Team. An urgent turnaround for this service is approximately 4 working days from receipt of the sling, however, where at all possible we prefer to hold onto the sample sling until the replacement is manufactured so we can ensure it is an accurate copy.

Sample slings are returned to our customer via our couriers and will need to be signed for.

Where the sample sling is not a Silvalea original, we may need to substitute some of the fabrics / components with our own products. Should this be the case, we will inform our customer for approval prior to manufacture.

Upon receipt of the new sling, should there be any discrepancies in design or sizing this can be dealt with by contacting Customer Services who will pass the information over to the Technical Team for investigation.



Julie Robertson

Technical and Product Executive

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Savaria, trading as Silvalea Ltd

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