

# **Lifting Gear Store Quality Assurance**

Quality Assurance is our number one priority at Lifting Gear Store the satisfaction and safety of each and every customer that we deal with is important. No matter what it is that you shop for, whether this is daily essentials or luxury items, you want to know that the faith you place into the seller will return high-quality, reliable and efficient items.

This is even more important with the products that we stock which deal with heavy lifting and require the highest levels of safety to protect you, your load, and the environment that you are working within.

We give quality assurance on all of our products and equipment

## **What processes do we undertake for quality assurance?**

We have a large, modern and fully-functional on-site warehouse which allows us to design, manufacture, inspect and test the majority of our equipment ourselves. This allows us to handle the process from start to finish using our team of fully-qualified engineers and inspectors.

For the products that we source elsewhere, we use well-known, reliable industry leaders, these brand names carry quality with them already, but we still undertake our own inspections and tests on this equipment to ensure they are just as efficient and safe as our own.

Alongside this, all of our products are backed up by a 12-month warranty. If for some reason you are not happy with the quality of your product, we will repair or replace it if the lack of quality is due to poor workmanship or faulty parts.

## **Inspections, installations, servicing and repairs**

Not only do we rigorously test our well-manufactured equipment on-site with extensive quality assurance processes, but we also offer inspections, installations, servicing and repairs, whether this is on new equipment or old. We can do this both on or off-site, and this is conducted by our team of highly qualified inspectors and engineers. This allows us to bring our quality assurance processes from the manufacturing facilities to our after-care services as well, keeping your equipment safe and working all year round.

## **Our supporting sister companies**

We are a sister company to the already well-established company Lifting Gear Direct and Lifting Gantry Direct. While we operate as our own entity, we are located at the same place and work closely with each other, meaning between us we share decades of knowledge, experience and safety and quality procedures and guidance. Two heads are better than one, and three is even better than this, so you can rest assured that experience is on our side!

## **Our experienced team**

As previously mentioned, we have a team of experienced inspectors and engineers who know the best quality assurance methods inside and out. But we also have knowledgeable sales personnel and customer support staff, who also aid in the process of choosing you equipment that is best suited to the task you want to use it for, as well as to support you with any quality issues.

## **Our customer testimonials**

We, of course, do not want you to only take our word for it. The most important people to us is our customers, and we truly value their honest, unbiased feedback on our cranes, crane accessories, services, and the results of our quality assurance processes. Take a look at our customer testimonials page and see for yourself what our customers say about us.

## **Contact Us**

If for any reason you are not happy with the quality of your equipment and believe that our quality assurance processes are at fault, although this is highly unlikely, we welcome any feedback or suggestions from our customers at any time. You can get in contact with us [here](#).