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The Sticks

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Company Registration Information

Switch Sticks Pty Ltd

Registered Office : 37 Duke Street, East Balmain, 2041, NSW

ABN No: 99 119 721 434

Ordering

What methods of payment do you accept

We accept bankcard payment using 'Mastercard' and 'Visa' as well as debit cards. We are not able to accept American Express or Diners. We also accept cheque or bank transfer

- Please print off the order form and send to Switch Sticks Pty Ltd, 37 Duke Street, East Balmain, 2041, NSW.

- Can I order the stick as a gift

Switch Sticks offers a gift wrapping service with coordinating paper and gift tag. You simply choose this additional option on the order form and provide us with your message and address to send the gift to.

- I would like to order a shorter stick

Our regular walking sticks are adjustable from 80-92.5cm in 2.5cm increments. We are able to shorten sticks by up to 8cm. Our stick shortening service costs \$10. We are unable to refund or exchange sticks that have been shortened to order. We also have petite walking sticks which are adjustable from 65.2-75cm Please note we typically recommend stick cutting for people who are 4ft 10" or taller - as this maintains the compactness and convenience of being able to fold your Switch Stick. For people under 4ft 10" a petite stick is most likely required. However people's legs vary in length so please check the required length prior to ordering. (See section on judging the length of your stick).

- I would like to order a longer stick

We have extra long sticks which are adjustable from 97.5-110cm. Typically we find ladies who are 5ft 11" or 6ft can require a tall and men over 6ft 3". However people's legs vary in length so please check the required length prior to ordering (see section on judging the length of your stick).

- I would like to order a plain stick

We have plain red, green, blue, silver, black & gold sticks available. Please contact us if you would like one, or specify on the order form – they are \$79.95.

Delivery

- How long is it from placing an order to receiving it

Standard service in Australia takes up to 7 working days.

- Is there a delivery charge

All deliveries are via Australia Post of Fastways and standard charges apply. Rates depend upon your location and can be checked on the order form

- How can I check if my stick is en route

We would ask that you allow 7 working days in Australia. before checking your order. If you have any queries about delivery please email oz@switchsticks.com and we will endeavour to update you on your order status. In the event of any known delays we will contact you via the same method you ordered (email, phone or mail) to advise you of a delay and allow you to cancel your order should the timing not be acceptable.

Returns

- What if I want to return my stick

We want you to be completely satisfied with your Switch Stick. If you are not happy for any reason please return the stick to us within 7 days for a full refund. We would ask that you return the stick and any accessories unused in their original packing. Please contact us before returning any stick. We ask that you get a proof of posting from the Post Office when you return the stick. Posted items do sometimes go astray and this assists in resolving lost item queries with Australia Post.

- What if I need to exchange my stick

If you need to exchange your stick, for example if you find that you need a longer or shorter length, then please contact us at oz@switchsticks.com to let us know and we will be happy to do this for you. Please return the stick to us within 7 days. We would ask that you return the stick and any accessories unused in their original packing. Please contact us before returning any stick for exchange. We ask that you get a proof of posting from the Post Office when you return the stick. Posted items do sometimes go astray and this assists in resolving lost item queries with the Australia Post Postage for the new stick to be sent out will be charged at our standard rate.

- What if I have a fault with my stick

We will replace or refund faulty goods. Please call us first as often something a customer thinks is faulty is actually easily resolved over the phone – please call on 0411 022 558. If the fault cannot be resolved please notify us within 30 days of delivery of the goods and return them to us, with their original packing and receipt. Please get a proof of posting from the Post Office when you return the stick. Posted items do sometimes go astray and this assists in resolving lost item queries with the Australia Post

The Sticks

- When will you have new designs

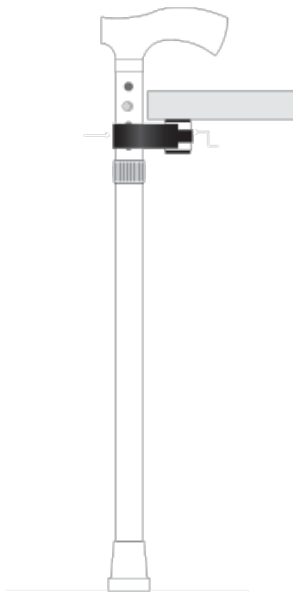
We have new designs twice a year - typically in February and August

- Hiking Poles

Switch Stick Hiking Poles made of high-grade lightweight, yet ultra strong 6066 or 6011 aluminium alloy with Switch Sticks Anti-Shock-Absorption suspension system, comfortable grip & neoprene wrist strap. Interchange rubber & tungsten carbide tip. Generally speaking, if you're travelling on easy terrain with no load, one walking pole may be sufficient. If, however, you're travelling on varied terrain or carrying a load, you will want the support and stability that two walking poles can offer you.

Switch Sticks are lightweight aluminium 4-section telescopic hiking poles, small enough to fit in a regular suitcase; adjusts 58 - 130cm. Each hiking pole is 296g in weight, the diameter of the shaft of the pole is 2cm, at the widest part (the base of handle) they are just over 5cm.

- how do I use my table rest



Clip onto top section of your walking stick by pulling apart side wings and pushing onto the stick (you may need some help with this as its quite tight, especially the first time you use it).

To rest on table top, sit the rubber bung on the edge of the table, balancing your stick.

Or for a more secure hold, position table rest underneath the table/counter top; slide table rest up the stick shaft until it sits securely under the table top.

- I need a new wrist strap, ferrule or bag

You can order these from our Accessories department. Switch Stick ferrules are designed exclusively for Switch Sticks which all have a 6cm circumference on the base section (1.9cm in diameter). Ferrules can be replaced if original ferrule wears out. However should this be required, please check the whole stick for signs of wear and tear, especially in the elastic joining the sections and replace whole stick if any concerns about excessive usage and deterioration.

Please note that ferrules can be easily cleaned by using soapy water and rinsing under warm water, or using a rubber to erase any dirty marks.

Ferrules should be replaced annually – when worn they become slippery and dangerous to the user.

- What is the snow-grip attachment and how do I use it

This snow-grip can be used with any walking stick. It is advised that a piece of foam or protective material is used under the metal where the grip is screwed onto the stick to ensure the paintwork does not become scratched.

To attach to Switch Stick, undo the screws (you can use these smaller screws for your Switch Stick). Other sticks may require the longer screws. For maximum protection of your stick against scratching you may wish to place material/felt/foam around the stick where the ice grip attaches. Attach the ice grip so the 'spiked' base is flush with the bottom of the stick and, in effect, becomes the new base. Screw securely in place fastening the two screws either side of the grip until completely tight, using a Phillips screwdriver. The stick is now ready for outdoor use.

When you return indoors the two white levers can be squeezed together and the ice grip flipped up, positioning it alongside the stick, and thereby ensuring you don't damage any floors. The stick is now ready for indoor use.

Please note we do NOT advise users of walking sticks to go out in the ice as this is the easiest time to slip and fall. However, should you wish or need to go out in wintry conditions; the ice grip may offer some additional stability in the ice. Please take extra care. Switch Sticks cannot be held responsible for anyone who falls using an ice grip.

- What guarantees do Switch Sticks have

Switch Sticks are manufactured to the highest standards by a company which manufactures medical devices. They are rigorously tested in British laboratories for safety and have undergone fatigue and other extensive testing successfully. However, if you have a problem with your stick, please return the goods to us.

- Attaching or removing the wrist strap

The wrist strap is easily attached or removed and should be positioned on or just below the metal (gold or silver) band at the top of the stick pole. Unscrew the safety locking band by turning clockwise. Press in the pin at the top of the stick and slide down below the bottom hole and pull apart the two sections. Slip on the wrist strap to the top section. To re-assemble it is essential you make sure that the plastic ring is in place and will sit easily in the safety locking band when you retighten it.

- What if I don't want a wrist strap

We find that most customers find wrist straps extremely useful, so we've included them as standard. However, if you don't want to use it you can easily remove it by removing the top section of your walking stick and simply sliding the strap off (see instruction booklet provided with the stick for full details).

- How do I know the right length for my stick

When the stick is measured correctly, you should be able to be upright with your elbow slightly flexed. Luxury walking sticks are adjustable in 2.5cm increments from 80-92.5cm

which is suitable for most people.

We also have a smaller range of designs in Tall (97.5-110cm) and Petite (62.5-75cm).

The best way to check the right length for your stick is to stand with your weight evenly on both feet (wearing your usual shoes) and looking straight ahead and with your arms relaxed by your sides (remembering not to hunch up your shoulders or lean forwards!). You then need to ask someone to measure from the floor to the prominent bone of the wrist and this is the length of walking stick required.

Another way of measuring is to hold a broom handle (without the broom head, or upside down) and hold it in a comfortable position with your elbow flexed – for most people the elbow will be around 90 degrees. Then you can measure from the floor to the top of your hand to give the length of your stick.

These are both just guidelines, you may have a personal preference for a slightly longer or shorter stick. If you have special medical needs then you may need to be measured by a medical professional.

Please note: If you are over 6ft you may need the 'Tall' Switch Stick which is a luxury extra long 39"-44" adjustable stick. In any event we would recommend a 'Luxury' Switch Stick for taller people generally as the joints on this stick are more secure, especially when fully extended. Typically gentlemen over 6ft 1/2" may need a 'Tall' and ladies over 5ft 10/11" - but please do check before ordering following the guide above.

If you are under 4ft 10" you may need the 'Petite' Switch Stick (which is adjustable from 25"-30"). For people between 4ft 10" and 5ft we recommend our cutting service to maximise the convenience of Switch Sticks and their 'foldability'.

The 'Switch Stick Shortening Service' and can take up to 3" off any of our Switch Sticks. Just choose the stick you want and add on the Shortening Service from our Extra Short section. Please note that we cannot refund sticks shortened to order.

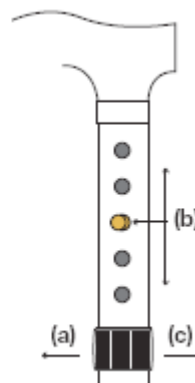
However, please check using the above guidelines to assess the length of stick that you need. This is especially necessary if you are under 5ft 2" or over 5ft 10" to make sure you get the correct Switch Stick.

- How do I adjust the height of my stick

(a) Unscrew the safety locking band by turning clockwise (about 2 times until loose). (b) Press in the brass pin at the top of the stick and slide the top section up or down to a more comfortable height, then simply pop the brass pin back into the appropriate hole, making sure it is fully released. (c) Re-tighten the safety locking band and you're off.

To adjust the length of the stick:

(a) Unscrew the safety locking band by turning clockwise (about 2 times until loose). (b) Press in the pin at the top of the stick and slide the top section up or down to a more comfortable height, then simply pop the pin back into the appropriate hole, making sure it is fully released. (c) Re-tighten the safety locking band and you're off!



- Are there any weight restrictions

We are very strict with the product and therefore recommend that our Standard Sticks should not be used by people over 80Kg (12 stone 8lbs) - although other retailers are more lenient with weight limits, we want to be sure you are safe. For those over 80Kg we recommend our Luxury Sticks which can be used by people up to 100Kg (approx 15 stone 10 lbs). Please note that we have now discontinued our Standard range of sticks as we want to provide the maximum safety we can for everyone, we have a small number left and these are available in our Sale section.

- What is the weight of the sticks

We aim to combine safety with the practicality of a lightweight stick. Our walking sticks weigh 370g (approx 13 ounces).

- Do you have ergonomic handles for Switch Sticks

Yes, Switch Sticks now has available a range of ergonomic handles for people who use a walking stick all the time. These top sections simply swap with an existing top section of a Switch Stick – so you have interchangeable handles and therefore should you want to use the wooden handle when out, perhaps at a special occasion, you can simply swap the handles to suit your mood or occasion.

These handles are molded to left or right hands, therefore please be sure to confirm whether you need a right or left handed top. Remember that you typically use your walking stick in the hand at the opposite side to the affected leg/hip/knee.

You will also need to buy or already own a Switch Stick to co-ordinate with this top section.

Please contact us on 0411 022 558 if you want an ergonomic handle.

- Gift Wrapping & Gift Vouchers

Switch Sticks are an ideal gift for Mum, Dad, Gran, Grandad or any friend or relative who uses a stick. The Gift Voucher includes a Switch Stick, a wrist strap and Gift Wrapping in exclusive Switch Sticks wrapping paper. Delivery will be added on which is the cost of the postage of the Switch Stick to your chosen recipient. It comes wrapped and with a gift tag. If you have requested a message this will be filled in on the gift tag, or alternatively you will have a blank gift tag with your parcel.

If you are not sure what Switch Stick they would like, then why don't you give a Switch Sticks Gift Voucher? Contact us for more information at oz@switchsticks.com

- I want to see a Switch Stick "in person", in what shops are they available

Click on our supplier list to see all our stockists - please do call to check they have stock before visiting.

- Prize Draw Terms & Conditions

Customers who purchase a Switch Stick, will have the opportunity to enter a prize draw. You will receive a questionnaire with your Switch Stick. If you complete & return this questionnaire your name will be entered into the annual prize draw. The terms and conditions are as follows:

1. Entrants must be aged 18 years or over and be registered customers of Switch Sticks.
2. Only one entry per household is permitted.
3. By participating in this survey, all entrants are deemed to have accepted and have agreed to be bound by these terms and conditions.
4. The winner will receive a Switch Stick of their choice from the new collection. There is no cash alternative to the prize.
5. The closing date is 31st December each year. All completed and eligible surveys that are received by 5pm on that date will be entered into the prize draw.
6. The prize draw will take place within two weeks of the closing date. The winner of the prize will be the completed survey randomly and subsequently drawn from all eligible and completed surveys.

7. The winner will be notified by 1st February each year.
8. The winner may be asked to take part in applicable publicity.
9. Incomplete, illegible or late surveys will not be accepted. No correspondence will be entered into.
10. Employees of Switch Sticks Pty Ltd, its suppliers, agents, distributors and their immediate families are not eligible to enter.
11. The prize draw is governed by the laws of Australia.