
Coronavirus Notice

The Coronavirus has affected various Pelican policies, such as Returns, Warranties and Goods on Trial.

With regards to the government's increased security measures regarding the COVID-19, due to cross infection risks, we are not able to allow goods to go out on trial at this time. Also any goods purchased cannot be returned for credit, again to prevent any cross infection. If any customers are not sure what products will be most suitable, please email or phone us to discuss the patient's needs and we may be able to advise you. Sending photos or videos of the problem will help us a lot. We can also take photos or send a short video to you to help.

Also we normally do many repairs for Pelican's and other manufacturers' Slings and other items, but again due to possible cross infection, we must stop offering this service until further notice.

We are still awaiting confirmation from the health authority on how long the Coronavirus will remain active on dry surfaces.

In certain circumstances we may be able make an exception to this rule. Please email us to discuss any problems so we can decide case by case. We envisage any goods returned will be put into quarantine for two weeks

We regret having to make to these changes, but this is a responsible action to help stop cross infection to many of the elderly people who use our products. I hope all nursing and health professionals understand the reason for this change.

As the government's information can vary daily, we may need to makes some more changes in the future.

At our factory we have a notice on our front door telling our staff to wash their hands as soon as they arrive at work. This is to help reduce the chance of any infection contaminating our products. We have another notice asking all visitors to knock on the door and wait for someone to answer. Then the visitors should keep one meter distance from our staff. If the visitors come into the factory, they will need to use hand sanitiser or wash their hands.

We hope by taking these measures we will not pass any infections on to our products or any patients.

John Bromberger
Managing Director
Pelican Manufacturing Pty Ltd

March 18th, 2020