



Complaints Policy

We do everything we can to give you peace of mind with an AED that is always ready to use. If you are not satisfied with our product or service, please let us know so we can work it out together.

How to make a complaint

You can reach us in the following ways:

- Through the contact form on our website
- By email: complaints@pulse4all.com
- By phone: +44 1732 913310

Please explain your complaint clearly and include your order number if possible.

What happens next

- We will confirm when we receive your complaint.
- We aim to respond within 14 days.
- If it takes longer, we will keep you updated.

We also recognise that some customers may need extra support. If you consider yourself vulnerable, please let us know so we can support you appropriately.

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