

Warranty Certificate

Age UK Adjustable Beds



A Warranty: Three year full parts and labour warranty on mechanism, motors, hand control and structure of the bed.



B Warranty: One year warranty on mattress and upholstery.

The above warranties apply at your home, so if there is a problem a Theraposture representative will come to you. There is no cost for this visit if it is a genuine warranty claim and you do not need to return anything.

In the unlikely event that you have a problem with your bed, please call the customer care line on **0800 032 3482** and one of the advisors will help you. They may be able to deal with simple enquiries over the phone, but if not, will arrange for a technician to come to your home at a suitable time and date. In most cases the bed will be repaired there and then.

On very rare occasions a bed may need to be taken away for repair. If that is the case a bed will be loaned free of charge whilst this is being done. If it cannot be repaired it will be replaced with an equivalent bed.

Extension of the A Warranty

(This can be done at the time of purchase at the following costs, or at a prevailing cost if done at any time up to the expiry date of the standard warranty):

- 1. Additional 2 years:** The A Warranty can be extended from 3 years to 5 years at a cost of £75 for beds up to 4' wide, or £150 for beds over 4' wide.
- 2. Additional 7 years:** The A Warranty can be extended from 3 years to 10 years at a cost of £250 for beds up to 4' wide or £500 for beds over 4' wide.

Extension of the B warranty

The B Warranty cannot be extended due to wear and tear caused by normal use.

If the bed is in warranty, (1, 3, 5 or 10 years) what does this include and what does it exclude?

Includes:

- Manufacturing defects with the motors, electrics, hand control, mechanism and structure of the bed and in year 1 mattress and upholstery defects
- All travel to and from your property and all time taken to make the repair.
- There is no contribution required from you at all during the 1, 3, 5 or 10 years of the warranty if it is a genuine warranty issue

Excludes:

Damage or failure caused by misuse of the bed. This includes for example:

- Tears, soiling or excessive wear to the upholstery or mattress
- Any moisture ingress into the mattress
- Damage to the motors or moving parts caused by excessive weight or something preventing free movement of the mechanism
- If the bed is in a soiled or unsanitary condition
- If the weight of the user(s) exceeds the stated weight capacity of the bed
- If the specification of the bed has been modified
- If the bed has been moved by a non-Theraposture representative resulting in damage to the bed
- If a Theraposture technician has visited for a claimed warranty issue which is not valid. You will then be charged a standard call out fee and one hours labour at the prevailing rate

Age UK Adjustable Beds are provided by Theraposture Limited

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