

Warranty Certificate

Age UK Adjustable Beds



Five-year warranty (included within the price paid) for the Age UK bed collection.



For your complete peace of mind, **all** Age UK beds come with a **five-year onsite warranty**. In the unlikely event that you have any problems with your bed, you can call our customer care line on: **0800 032 3482** and speak to a technical advisor who will be able to help you with any simple issues over the phone.

If the problem is more serious, they will arrange for an engineer to visit your home at a suitable time and date and in most cases repair your bed there and then.

Very occasionally a bed may need to be taken away for repair. But don't worry - should this happen, a suitable loan bed will be provided as a temporary replacement until yours is fixed and returned. However, if your bed cannot be repaired, an equivalent specification replacement will be provided, but the wear and tear schedule will still apply.

What's covered by the warranty?

The entire Bed and mattress including the motors, electrics frame and upholstery is warranted for a period of five years from the initial delivery including call out, spare parts, labour and travel costs.

For repairs or replacement, there will be a contribution required from you dependent on the age of your bed as shown in the fair wear and tear schedule defined below. Damage, whether accidental or deliberate is of course never covered by the warranty.

What's not covered by the warranty?

We reserve the right to refuse to repair or replace your bed should any of the following apply:

1. Damage or failure caused by misuse of the bed
2. If the bed is soiled or in an unsanitary condition
3. If the weight of the user exceeds the stated capacity of the bed
4. If the specification of the bed has been deviated from the one supplied

The bed warranty is not transferable.

We regret that when repairing or replacing a bed, we reserve the right to use alternative specifications and finishes that may not match the bed supplied.

The warranty does not affect your statutory rights and is governed by English law.

Time since initial delivery of bed	Your contribution to the repair cost (parts and labour)	Our contribution to the repair cost (parts and labour)
Within 12 months	0%	100%
Between 12 and 24 months	20% (motors 0%)	80% (motors 100%)
Between 24 and 36 months	40% plus £50 call out	60%
Between 36 and 48 months	60% plus £50 call out	40%
Between 48 and 60 months	80% plus £50 call out	20%

Age UK Adjustable Beds as provided by Theraposture Limited

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