

Warranty Schedule

Theraposture 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 an 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 issues over the phone, but if not, they 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 time of purchase at the following costs or at a future cost if done at expiry of 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.

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

Age Co Adjustable Beds

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If the bed is in warranty, (1, 3, 5 or 7 years) what does this include and what does it exclude?

Includes:

Motors, electrics, hand control, mechanism, structure of the bed, defects in manufacture. 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/users exceeds the stated weight capacity of the bed
- If the specification of the bed has been modified
- If the bed has been moved by someone else resulting in damage to the bed
- If a Theraposture technician has visited for a claimed warranty issue which is not valid, then you will be charged a standard call out fee and one hours labour at the prevailing rate

Donations to Age UK charities from Age Co sales are expected to reach £3 million this year

Age Co Adjustable Beds are provided by Theraposture Limited