

14 Day Satisfaction Guarantee Certificate



Age Co Adjustable Beds

This guarantee is provided with the purpose of ensuring 100% complete satisfaction to any prospective purchaser of an Age Co Adjustable Bed. It means that you will be completely satisfied and that the bed will indeed be suitable for you, (meeting your specific needs) and that it will meet your expectations (comfort and quality).

All clients purchasing an Age Co Adjustable Bed will receive the 14 day no quibble assurance that following the delivery of the purchased product, there will be a period of 14 days to establish that the product is meeting needs and expectations of the purchaser.

During the 14 days, what happens to your existing bed?

- Your existing bed can be taken to another room in your home or outside of your property at no extra cost
- Your bed can be removed (up to and including 4' wide) and responsibly disposed of for £30. For beds over 4' including doubles the cost is £50
- Your bed can be removed (up to and including 4' wide) and stored for 14 days for £50. For beds over 4' including doubles the cost is £65. At the end of this period your bed will be responsibly disposed of unless you ask for this not to happen. This is an additional service and non-refundable

This is how the Satisfaction Guarantee works:

Once the product has been delivered, should there be any reason why you are not entirely satisfied with your purchase you can report your concerns within 14 days of installation. You will be contacted within one working day to establish what is not acceptable to you. You can then choose one of the following choices*:

- At the time of delivery whilst the delivery team are with you – you can reject your bed for no cost and receive a full 100% refund

- Following the delivery and for the first 14 days of ownership, you can return the product with a retention of £50 for beds up to 4' and £100 over 4'. This is to contribute to delivery and collection costs and will be retained from your refund

Conditions that apply:

- The bed has to be a Theraposture supplied Age Co Adjustable Bed and paid for in full at the time of the delivery
- Upholstery and mattresses should be protected by waterproof covering during the suitability guarantee to prevent marking. Theraposture will remove our polythene packaging for safety reasons so this is your responsibility
- If the product is to be remade or refunded, it must be returned to Theraposture in the same condition that it was supplied - see above re upholstery and mattress
- If there are any marks or soiling, a further deduction will be made from the refund. Any issues will be highlighted on collection of the bed
- If you wish to change your mattress during the 14 days, there is no charge for this

* Conditions: refunds and exchanges can only be given if the returned product is in perfect, as new condition. Mattresses must be fully protected during the Satisfaction Guarantee period. Refunds do not include storage and/or disposal charges.

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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