

**MATTRESS, MECHANISM & MOTOR WARRANTY**

## Our Mattress Warranty covers manufacturing defects for a period of 5 years

This warranty is available to you, the original buyer of the mattress, and may not be transferred to any other person. Should the mattress develop a fault within the warranty period, we will exchange the mattress. A refund will not be possible.

### Dips and sags

Any permanent sags or dips that occur within your mattress despite correct usage and visible to the naked eye.

<b>Time from delivery</b>	0 – 1 year	1 – 2 years	3 – 4 years	4 – 5 years
<b>Dip tolerance</b>	20mm	25mm	30mm	35mm

We would require photographic evidence depicting the dip. This needs to be sent to us via email to [admin@backcarebeds.co.uk](mailto:admin@backcarebeds.co.uk) so the fault can be demonstrated through photographic evidence. If there is not sufficient proof that any of the criteria above has been met, we will not be able to offer an exchange of the mattress. In the event of the mattress being proven to be defective, a replacement mattress will be shipped to you in accordance with our current delivery time frames. The faulty mattress will also be collected from you free of charge. (So long as this is not stained or soiled due to the risk of contamination.)

The replacement of a faulty mattress does not reset your warranty period. The 5-year warranty will cover from the original purchase date. For example, if the mattress should develop a fault after 2 years of use, the new mattress will be covered for the remaining 3 years of your 5-year warranty.

In the event that only the cover is faulty, we will send a replacement cover. We will not exchange the mattress core which remains undamaged.

## The mattress warranty does not cover or extend to:

- Normal wear and tear or any condition resulting from misuse or abuse of the product.
- Standard softening of the mattress resulting from regular use.
- Comfort preference is subjective, dislike of firmness / softness is not a mattress fault.
- Heat retention levels.
- Damage caused by mold, odour, mildew, liquid or urine, soiling or improper ventilation.
- Mattresses that have been damaged, stained or soiled.

Customers over 20 stone (127kg) can still use either the ‘Deluxe Memory Foam - Firm’ or ‘Cool Spring Ultimate – Firm’ mattresses as the most suitable mattress available although the mattress warranty will be invalid.

If a customer over 15 stone (96kg) prefers a softer mattress, they can use either the ‘Deluxe Memory Foam – Medium’ or the ‘Cool Spring Ultimate – Medium’ mattresses although the mattress warranty will be invalid.

## Recommended maximum weight.

<b>Mattress</b>		<b>Maximum recommended weight</b>	
Memory 500	Up to	14 stone	( 90kg )
Deluxe Memory Foam - Medium	Up to	15 stone	( 96kg )
Deluxe Memory Foam - Firm	Up to	20 stone	( 127kg )
Cool Spring Ultimate - Medium	Up to	15 stone	( 96kg )
Cool Spring Ultimate - Firm	Up to	20 stone	( 127kg )

(Use in excess of this is considered to be misuse and will not be covered under the warranty)

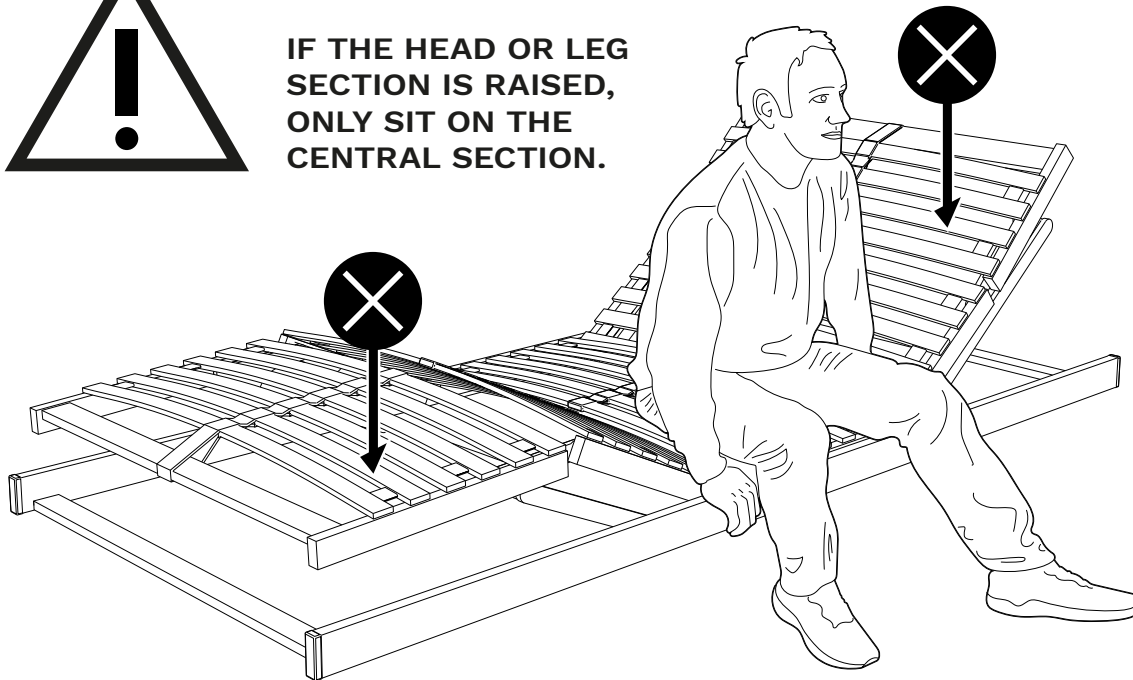
## Important

Sitting on the head or leg section whilst the mechanism is in a raised position will twist the metal drive bars causing the head or leg section to raise unevenly. If this happens, the bars can be easily replaced however this is not covered under the warranty as it is misuse.



### MECHANISMS

**IF THE HEAD OR LEG SECTION IS RAISED, ONLY SIT ON THE CENTRAL SECTION.**



## Our Mechanism and Motor Warranty covers manufacturing defects for a period of 2 years

This warranty is available to you, the original buyer of the mechanism or motor, and may not be transferred to any other person.

The replacement of a faulty mechanism or motor does not reset your warranty period. The 2-year warranty will cover from the original purchase date. For example, if a motor should develop a fault after 1 years of use, the new motor

will be covered for the remaining 1 years of your 2-year warranty.

We reserve the right to replace only the faulty components of the mechanism at our discretion.

This warranty covers delivery only. All components can easily be replaced with an easy-to-follow guide.

### The warranty does not cover or extend to:

- Normal wear and tear or any condition resulting from misuse or abuse of the product.

### Recommended maximum weight for both the mechanism and the motor.

Mechanism		Maximum recommended weight	
Standard Mechanism	Up to	18 stone	( 115kg )
Heavy Duty Mechanism	Up to	25 stone	( 159kg )

(Use in excess of this is considered to be misuse and will not be covered under the warranty)