

# millbrookbeds



SLEEP GORGEOUS



FEEL GORGEOUS

# Millbrook Beds Ltd 10 year extended warranty

## 1. WARRANTY

- 1.1 In this warranty “you” or “your” means the customer who has bought a bed manufactured by Millbrook Beds Ltd. (a “Millbrook bed”). References to “us” “we” or “our” are references to Millbrook Beds Limited. (Company Number 1728009).
  - 1.2 This extended warranty relates to the cost of repairing or replacing your Millbrook bed or any part of your bed. For the warranty to be valid however you must keep to the conditions of this warranty.
  - 1.3 In the unlikely event of a manufacturing defect occurring during the first two years of purchase you should contact your retailer who will assist you with your complaint. Any replacement, repair or refund during this period can only be obtained from your retailer under their terms and conditions of sale.
  - 1.4 If a manufacturing defect occurs during the period more than 2 years but less than 10 years after you purchased your Millbrook bed, provided you have completed and returned to us a warranty registration form (which can be found attached to your Millbrook bed or on-line at [www.millbrookbeds.co.uk](http://www.millbrookbeds.co.uk)) within the prescribed time limits, we will repair or replace your Millbrook bed (or the damaged part thereof) subject to you paying a pro-rata usage charge based on the period of time you have had it and its current cost or the repair cost. The contribution you will be required to make will be as follows:-
- 2.2 We will then discuss with you whether a repair or replacement will be offered. Whether your Millbrook bed is repaired or replaced will be at our sole discretion.
  - 2.3 You will be told the cost of repairing or replacing your Millbrook bed which, in the event of a repair shall be at cost price and, in the event of a replacement will be at the manufacturer's retail price at the date of replacement.
  - 2.4 You will then be given the option of proceeding with the claim. If you wish to do so, you will be required to make your contribution to the cost of the repair or replacement in accordance with the terms of the warranty before the repair or replacement is made.
  - 2.5 Regarding where your Millbrook bed is to be repaired, provided you live within mainland United Kingdom, we will collect your Millbrook bed from you and return it to you once it is repaired free of charge. Where your Millbrook bed is to be replaced, provided you live within mainland United Kingdom, we will deliver the new bed to you free of charge.
  - 2.6 If you live outside mainland United Kingdom, you will be required to pay a delivery charge for the collection, and/or delivery of your Millbrook bed or your new bed (as applicable).

| Time since you bought the Millbrook bed | Your contribution to the repair/ replacement | Our contribution to the repair/ replacement |
|---|--|---|
| 2-3 years                               | 20%  | 80%   |
| 3-4 years                               | 40%  | 60%   |
| 4-5 years                               | 60%  | 40%   |
| 5-6 years                               | 80%  | 20%   |
| 6-7 years                               | 85%  | 15%   |
| 7-8 years                               | 90%  | 10%   |
| 8-9 years                               | 95%  | 5%  |
| 9-10 years                              | 98%  | 2%  |

- 1.5 Your warranty expires 10 years from the ‘proven’ date of your purchase of your Millbrook bed from your retailer. Please therefore keep your receipt.

## 2. HOW TO MAKE A CLAIM

- 2.1 If you wish to claim under this warranty please contact us at the following address giving full details of the defect and including your name, address and proof of the date you purchased the bed. [copy of receipt and address details to be inserted]

Millbrook Beds Ltd. Calmore Industrial Park, Totton, Southampton, SO40 3XJ

## 3. EXCLUSIONS

- 3.1 Before agreeing to replace or repair your Millbrook bed under this warranty we reserve the right to require that it is returned to us.
- 3.3 If you have a Millbrook ‘adjustable bed’ please note that this warranty does not cover any motorised parts. However if you have a problem with the motor, please contact us, and if possible, we will endeavor to transfer to you any guarantee or warranty we have received from the manufacturer/s.
- 3.2 We reserve the right to refuse to replace or repair your Millbrook bed:-
  - 3.2.1 Where the defect is due to causes other than faulty materials or workmanship; or
  - 3.2.2 where it is soiled or in an unsanitary condition; or
  - 3.2.3 where the defect is due to the mattress being used on an unsuitable base
- 3.3 We regret that when repairing or replacing your Millbrook bed under this warranty we must reserve the right to use alternative specifications or materials which may not match other items in a set.

## 4. GENERAL PROVISIONS

- 4.1 This warranty applies to you only and may not be transferred.
- 4.2 This warranty will be governed by English Law

**NOTHING IN THIS WARRANTY AFFECTS YOUR STATUTORY RIGHTS**