

Dreams ten year guarantee

Maintenance agreement terms and conditions of purchase

This maintenance agreement applies only to divan sets, mattresses, bedsteads and adjustable beds (including motors). The maintenance agreement is supplementary to any guarantee given by the manufacturer of the bed and any such manufacturer's guarantee must always be utilised first before claiming under this maintenance agreement.

What services are provided?

- This maintenance agreement provides you with a repair service in the event of structural or motor defects of the goods not related to normal wear and tear or usage.
- We shall provide the repair service without charge up to a cost equal to the original purchase price paid for the product.
- All repairs are provided by Dreams and Warranty Logistics Management approved repair agents.
- If we decide your product cannot be repaired or is uneconomical to repair, we will replace it with the same product. Should that specific product no longer be available we will provide an alternative product of equivalent specification or make a monetary allowance.

Simply call 0844 292 0000 and we will assist you in arranging authorisation for a repair.

What services and associated costs are not included?

Repairs caused by:

- use other than domestic, by you or your resident family.
- deliberate damage, misuse or neglect of the product.
- failure to carry out the reasonable care procedures as listed in the manufacturer's instructions.
- excessive soiling or unsanitary condition.
- the manufacturer's instructions not being followed.
- accidental damage.
- incorrect or faulty installation.
- the weather such as lightning, flood and high winds.
- the cost of materials and labour charges for which the manufacturer is held responsible under the terms of any guarantee or warranty.
- normal ageing or wear and tear including mattress settlement and "dipping".

Repair costs for:

- work for which the manufacturer has recalled the product.
- loss of or damage to accessories.
- noises caused by the use of the product.
- damage caused by foreign objects or substances not normally associated with the product.
- repairs carried out by persons not authorised by us or without prior approval.
- any routine maintenance (including inspection), cleaning, realignment, modification, installation or transit.
- any loss suffered as a result of not being able to use the product, or any loss other than the repair and/or replacement cost of the product.
- the expense of a service call when no fault has been found with the product.

Limitations

The services will be provided for products bought and used in the UK, the Isle of Man and the Channel Islands.

- This agreement shall be governed by and construed in all respects in accordance with the laws of
- England and each party hereby submits to the non-exclusive jurisdiction of the English Courts.
- This agreement is non transferable.
- If payment or replacement is made because the product is considered uneconomical or not possible to repair then:
 - a. the maintenance agreement would cease; and
 - b. we retain the right to take possession of the product and dispose of it
- We will not be responsible for failure to carry out our obligations under this maintenance agreement if this is caused by circumstances outside our reasonable control.
- All provisions under your maintenance agreement are forfeited if a fraudulent claim is made.
- You may be asked to provide proof of purchase and a copy of your original Ten Year Guarantee Maintenance Agreement leaflet.
- At the discretion of Dreams, the costs of certain repairs on adjustable beds may not be covered by the guarantee if the user is over the manufacturer's recommended maximum weight of 115 kilograms. In the case of Television Beds with built-in televisions or fittings to accommodate televisions, only the bed is covered by this Ten Year Guarantee Maintenance Agreement and not the television.

What to do if your product requires a repair

Look for visible signs of the problem / failure and consult the fault-finding guide in the manufacturer's handbook, if any. If the fault is genuine and cannot be rectified then telephone **0844 292 0000** to report the problem within 28 days. Every endeavour will be made to provide our services with the minimum of delay. You may also put your request in writing to Dreams plc, Knaves Beech, High Wycombe, Buckinghamshire, HP10 9QY, or you may email Dreams at customerservices@dreams.co.uk

Complaints procedure

In the unlikely event of dissatisfaction occurring under this agreement, please write to:

Managing Director
Warranty Logistics Management Limited
St Clare House, 30-33 Minories
London EC3N 1PE.

Alternatively you may email the Managing Director at info@wlm-uk.eu

Refund and exchange policy

The cost of this maintenance agreement is refundable if you notify us of cancellation within 45 days of purchase and delivery date. If you exchange under Dreams 40 day Comfort Exchange policy the maintenance Agreement will transfer to the new product.

General

All services under this agreement are provided by Warranty Logistics Management Limited whose registered office is at St Clare House, 30-33 Minories, London EC3N 1PE.