

Bed Care and Maintenance

Thank you for purchasing one of our products. Below are a few guidelines to help you make the most of your new product.

Care of your new bed

Do not use detergents or chemical cleaners on your bed as this may damage the fabric.

Do not subject your bed to excessive forces (ie Jumping on the bed).

Do regularly check any fixing points and ensure all bolts are tight.

Guarantee

The guarantee covers the bed frame, divan base or ottoman base from faulty workmanship and materials for the period specified in your order confirmation. We undertake to repair or replace at our discretion, any of our products free of charge during this period if an inspection or photographs reveal poor workmanship or faulty materials that lead to a structural failure. The manufacturers do not offer a cash alternative.

The guarantee does not cover normal ageing or wear and tear, creaks or noises not associated with a structural issue, nor does it cover light discoloration of fabrics.

We reserve the right to:

- Substitute with materials of a comparable or higher quality if the identical materials are not available.
- Refuse service if the fault in the product is due to causes other than poor workmanship or faulty materials.
- Refuse to handle or service any product that is in soiled or unhygienic condition or has been abused.
Examples of abuse include (but are not limited to):
 - ❖ Use without having assembled it correctly, as per our assembly guides.
 - ❖ Broken slats due to excessive forces.
 - ❖ Use of detergents or chemical cleaners.
 - ❖ Excessive wear and tear (e.g. jumping on the bed or repeated localized pressure).

This guarantee applies only where goods have been maintained in line with the care instructions above. The guarantee does not affect your statutory rights. Under the law, the Contract of Sale exists between the retailer/store and the consumer. Consequently, any claims made under this guarantee must, in all circumstances, be made to Browns for Beds. Please ensure you retain your receipt as proof of purchase. In the event of a complaint, we will liaise with the manufacturer on your behalf. In the event of a dispute the manufacturer may request a 3rd party inspection by a recognised organisation.