

FURNITURE AND HEADBOARDS

At our absolute sole discretion we cover:

Structural defects in your furniture or headboard for 5 years, including:

- Defects to frames caused by breakage or becoming warped
- Peeling of the finish on solid wood
- Cracking of solid wood furniture
- Bending and breakage to metal components
- Broken hinges, drawers, and drawer runners
- Separation of seams and stitching

Cosmetic damage to your mattress or bed for 5 years, including:

Stains - caused by:

- Food and beverages
- Ink, paint and dye
- Human and pet bodily fluids
- Cosmetics, soap and shampoo
- Wax and wax polish
- Glue and superglue
- Dye transfer from clothing and newspaper print
- Acids, bleaches, caustic and corrosive solutions and substances

Damage – caused by:

- Water, liquid or heat marks from items in normal household use
- Breakage, dents, chips, scratches or
- Breakage, scratches and chips of glass or mirrors occurring during normal household use
- Rips, tears, burns, scuffs, scratches and punctures, including damage caused by pets*

* Damage caused by pets is limited to three (3) claims during the Contract Term.

WHAT IS NOT COVERED?

At our absolute sole discretion we will not pay the costs arising from:

1. Any damage (structural or otherwise), soiling or staining caused:
 - prior to or during delivery;
 - during subsequent disassembly/assembly or in transit due to relocation of the Product
 - to Products used for rental/sublet or commercial purposes, or furniture in storage or transit;
 - by or resulting from misuse, mishandling, abuse, neglect, violence or vandalism;
 - by or resulting from deliberate damage by any person, including children;
 - removal of stains caused by a build up of perspiration, hair and body oils;
 - by accumulated multiple stains or any unidentifiable stain;
 - by any spill or stain not attended to in a manner described by the administrator;
 - by any spill or stain incurred when the mattress has not been properly covered by the mattress protector provided by Dreams with this Service Contract, or a protector of equivalent quality and moisture resistance;
 - by fire, fibre damage, smoke, ash, flood, wind, lightning, the act of sunlight, oxidisation, or any other natural disaster;
 - by any other cause not specifically mentioned under What is Covered in the full Terms & Conditions.
2. Removal of odours even when caused by a stain;
3. Stains & damage that are consistent with wear and tear or anything that happens gradually;
4. Damage caused by insects, non domestic animals or wild birds;
5. The use or application of cleaning substances or materials other than those provided;
6. Fading, effect of sunlight or non-colour fast materials;
7. Use of the product in a manner other than that intended by the manufacturer;
8. The costs of certain repairs on specific beds if the users are over the manufacturer's recommended maximum weight; in particular, adjustable beds will not be covered by this Service Contract if the users are over the manufacturer's recommended maximum weight of 115 kilograms;
9. In the case of Television Beds with built-in televisions or fittings to accommodate televisions, only the bed and fittings, including the lift mechanism are covered by this Service Contract and not the television or any ancillary electrical products whether attached to the television or otherwise included within the bed frame.

SOME IMPORTANT FACTS ABOUT YOUR SERVICE CONTRACT

This Service Contract is provided by Dreams Limited, whose registered office is Knaves Beech, High Wycombe, Buckinghamshire, HP10 9YU and Warranty Logistics Management Limited whose registered office is Sutherland House, 3 Lloyds Avenue, London, EC3N 3DS.

For the avoidance of doubt this is a contract for the provision of specific services supplied at our absolute sole discretion. It is not a contract of insurance, a guarantee or an insurance policy.

CLAIMS PROCEDURE

When a structural fault or cosmetic damage occurs please contact the Administrator on the number below as soon as possible for instructions before attempting to clean or repair the affected product. You should only clean the affected product following the direction from the Administrator, and by using the approved cleaning kit or method recommended.

Customer Service Helpline on 0344 292 0000 (Monday – Friday 9am to 5pm).

The Administrator will assess the validity of your claim against the criteria of the Service Contract and attempt to resolve your claim by offering cleaning advice and where applicable, despatch an approved cleaning kit. If this does not resolve the problem then an authorised technician will visit your home.

COMPLAINTS PROCEDURE

The Providers are committed to maintaining a high standard of professional conduct in all dealing with customers. If you have a query or complaint, you should contact the Administrator at 21/26 Howard House, Howard Street, North Shields, Tyne & Wear, NE30 1AR, telephone number: 0344 292 0000 or email: dreams@mbginsurance.com.

COOLING OFF PERIOD AND CANCELLATION

We hope that you are happy with the support that this Service Contract provides. However, if after reading this Service Contract, it does not meet your requirements, please return it to Dreams Limited, c/o the Administrator within forty-five (45) days of issue and we will refund your fees in full. No refund of fees will be considered if a claim has been made under your Contract.

FULL TERMS & CONDITIONS APPLY

Full terms and conditions will be provided by email following your purchase, or may be obtained from the Administrator 21/26 Howard House, Howard Street, North Shields, Tyne & Wear, NE30 1AR or visit www.dreams.co.uk/bedcover.

bedcover
SERVICE PLAN



Dreams

Because your sleep matters

bedcover

SERVICE PLAN

**UP TO 8 YEARS PEACE
OF MIND GUARANTEED**





CARING FOR YOUR NEW BED

BEDS, BEDSTEADS AND MATTRESSES






With Dreams bedcover service plan, you needn't lose any sleep worrying about the looks, comfort and performance of your new bed, mattress or furniture. Rest assured that we've got everything covered, including materials, construction and workmanship, for at least the next 5 years (up to 8 years on beds).

And for even more peace of mind, it also covers scuffs, spills and stains for the first 5 years. With bedcover you can continue to enjoy a better night's sleep in a better bed for many years to come.

DO...

-  • turn your mattress every month for the first year, then once every three months thereafter (unless it's a 'no-turn' mattress which should be rotated head to toe).
-  • regularly check that fixings are tight, otherwise there is a chance that parts may work loose.
-  • use a mattress protector to help prolong the life of your mattress and protect against dust mites, spills and stains.
-  • air your bed thoroughly once a month by stripping it down and opening bedroom windows.

DON'T...

-  • bend or roll your mattress, as this can cause serious damage to the spring unit and tear the fillings or covering material.
-  • sit on the edge of your mattress. Mattresses are designed to spread the weight over a large area.
-  • overload or fill storage drawers with heavy or bulky items, as this may cause them to collapse.
-  • walk, stand or jump on your bed, or let your children use it as a trampoline, as this will damage the springs or foam and loosen fittings.
-  • use the product outside of manufacturer guidelines.

At our absolute sole discretion we cover:

Structural defects in your bed or mattress for 8 years, including:

- Excessive loss of resilience or shape
- Defects to frames caused by breakage or becoming warped
- Cracking of solid wood furniture
- Bending and breakage to metal components
- Failure of motors, pistons and associated mechanisms
- Broken zips, castors, and buttons
- Separation of seams and stitching

Cosmetic damage to your mattress or bed for 5 years, including:

Stains - caused by:

- Food and beverages
- Ink, paint and dye
- Human and pet bodily fluids
- Cosmetics, soap and shampoo
- Wax and wax polish
- Glue and superglue
- Dye transfer from clothing and newspaper print
- Acids, bleaches, caustic and corrosive solutions and substances

Cosmetic Damage – caused by:

- Peeling of the finish on solid wood
- Rips, tears, burns, scuffs, scratches and punctures, including damage caused by pets*

* Damage caused by pets is limited to three (3) claims during the Contract Term.