

ADJUSTABLE BASE GUARANTEE

Congratulations on the purchase of your new A.H. Beard product. We are confident that it will provide years of sleeping comfort.

A.H. Beard has been setting the standard for quality bedding since 1899. However in the unlikely event that a product fails to meet our high standards, A.H. Beard offers a guarantee to the original purchaser to repair the product against faulty workmanship and materials for a period of 10 years.

In order to make a claim under this guarantee you must retain your original receipt as proof of purchase, and the product serial number, which can be found on the back of this leaflet or inside the battery compartment of the base remote control.

**For prompt service, please register your purchase on our website:
ahbeard.com/customercare**

RIGHTS UNDER THE AUSTRALIAN CONSUMER LAW AND THE CONSUMER GUARANTEES ACT IN NEW ZEALAND

The benefits given by the guarantee set out in this document are in addition to any other rights and remedies you may have under a law in relation to the goods to which the guarantee relates.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law and the Consumer Guarantees Act in New Zealand. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

RIGHTS UNDER THIS GUARANTEE

A.H. Beard provides the original purchaser of this product a guarantee against defects in workmanship and materials for a period of 10 years.

If, during the guarantee period, a defect caused by faulty workmanship or materials appears, A.H. Beard will repair your adjustable base within a reasonable time after receiving your valid guarantee claim. Note that the guarantee period applies to the original purchaser and commences on the date of purchase of this product.

A.H. Beard reserves the right to charge an up-front call out fee prior to an inspection taking place at any stage during the life of the base. This fee will be refunded should a manufacturing fault be discovered.

If identical materials are not available at the time A.H. Beard repairs your base under this guarantee, A.H. Beard reserves the right to substitute materials of comparable quality.

HOW TO CLAIM YOUR GUARANTEE

If you want to make a claim under a guarantee in this document please contact A.H. Beard via one of the methods below

- By telephone in Australia on 1300 654 000
- By telephone in New Zealand on 0800 242 327

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- Online at www.ahbeard.com/customercare
- By email to customercare@ahbeard.com
- Mail in Australia to A.H. Beard Pty Limited, PO Box 41, Padstow NSW 2211
- Mail in New Zealand to A.H. Beard Pty Limited, 260 Roscommon Road, Wiri 2104

HOW TO CLAIM YOUR OUT-OF-POCKET COSTS

Unless otherwise stated in this document, you will bear the cost of claiming under this guarantee. If you are entitled to claim labour or transportation costs, approved by A.H. Beard before they were incurred, and which directly relate to the repair of the base, please send your receipt as proof of payment of these costs to:

A.H. Beard Pty Limited, PO Box 41, Padstow NSW 2211 if you are located in Australia.

A.H. Beard Pty Limited, 260 Roscommon Road, Wiri 2104 if you are in New Zealand.

A.H. Beard will then reimburse you for the costs incurred.

ADDITIONAL TERMS

THIS GUARANTEE DOES NOT COVER:

- Any defect or damage to the base as a result of:
 - i. mishandling, misuse or abuse of the adjustable base (including during transportation);
 - ii. any modification to the base which has been made without the prior written consent of A.H. Beard;
 - iii. repairs to or the replacement of a part by a person not authorised by A.H. Beard to perform the repair or replace the part;
 - iv. connection to an improper power supply;
 - v. the base being used in any environment or a commercial setting for which it was not intended.
- Any damage to mattresses, bed coverings, bedding cables, electrical cords or accessories supplied by retailers;
- The cost of service calls not expressly authorised by A.H. Beard for the purpose of educating you about the A.H. Beard Adjustable Base or to locate proper functioning power outlets;
- Normal wear and tear, or damage caused by mishandling, abuse, misuse or negligence including folding, bending, standing on or jumping on the base
- A base that, on inspection by A.H. Beard, is found to be stained or in an unsanitary condition

Except as expressly stated, this guarantee does not include any right to be reimbursed or compensated for physical or financial injury, loss, damage, expense, time or inconvenience (whether direct or indirect) arising out of the occurrence of the defect in the base or your inability to use the base.

Any use of this product other than the use for which it was originally intended is not the responsibility of A.H. Beard.

A.H. Beard Pty Ltd
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Phone: 1300 654 000
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www.ahbeard.com

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