

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 63/66 Hatton Garden, London, EC1N 8LE (the Providers). The Service Contract is administered by MB&G Limited whose registered address is Cobalt Business Exchange, Cobalt Park Way, Newcastle NE28 9NZ (the Administrator).

For the avoidance of doubt this is a contract for the provision of specific cleaning, repair or replacement services supplied at the absolute sole discretion of the Providers. It is not a contract of insurance, a guarantee or an insurance policy and no monies or refunds are payable under this Service Contract.

Our maximum liability in respect of any claim, including claims for pet damage, under this Service Contract will be, in aggregate across all claims, no greater than the full replacement cost of the affected product, at which point the contract and the services supplied under it will end.

Claims procedure

When a structural fault or cosmetic damage occurs please immediately complete a claim form online at www.mbginsurance.co.uk/claims/dreams.

The Administrator may provide advice, send you a suitable cleaning kit, or arrange a home visit by an authorised technician to assess the structural or cosmetic damage. Please do not attempt to clean or repair the affected product without first seeking guidance from the Administrator and using the approved cleaning kit or method recommended. Should you require assistance completing the claim form please contact our customer service helpline on 0800 652 6750 (Monday-Saturday from 9am to 5pm).

Complaints procedure

The Providers are committed to maintaining a high standard of professional conduct in all dealings with customers. If you have a query or complaint regarding a claim, you should contact the Administrator MB&G Limited, Cobalt Business Exchange, Cobalt Park Way, Newcastle, NE28 9NZ, or email: Dreams@mbginsurance.com, or visit: mbginsurance.co.uk/faq.

Cooling off period and cancellation

We hope that you are happy with the support that this Service Contract provides. However, if after reading this contract, it does not meet your requirements and you wish to cancel, please notify the Administrator via Dreams within 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 and conditions apply

This leaflet is a summary of the services offered by the Service Contract. Full terms and conditions will be provided by email following your purchase or may be requested in writing from the Administrator at its address shown above.

Bedcover gives you peace of mind

Breakfast in bed. An indulgent boxset binge. Burrowing under the sheets for five more minutes of blissful sleep. Sounds relaxing, doesn't it?

That's until your cuppa jumps straight out of your hands – shall we blame the kids or the dog? – and seeps through the sheets, staining your mattress. Nightmare! Don't worry, Bedcover softens the blow on all of life's little mishaps with our reliable claims procedure.

Now there's no need to lose sleep worrying about accidental spillages, bumps or scrapes on your new bed or furniture. You can rest assured knowing this plan will cover materials, construction and workmanship for the first 8 years (or 5 years for furniture) plus scuffs, spills and stains for the first 5 years.



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Caring for your new bed

Do...

- Carefully unwrap your new mattress, leave it unmade and ensure the room is well ventilated for a few hours before you sleep on it. Mattresses with natural or foam fillings may have a slight odour, which is completely harmless. If you regularly loosen your bedding to help air circulate, this odour should disappear after 14 days.
- Use a good quality protector to help prolong the life of your mattress. This will minimise general wear and tear, guard against marks and stains, and help maintain the pristine appearance of your new mattress.
- Rotate and/or turn your mattress (check out the label on your mattress to find out more) every week for the first 3 months and every month after that, to make sure the fillings lay evenly, and minimise any impressions.
- Pull back the covers daily to air your bed. This helps fillings recover and dries out any moisture.
- Allow up to 30 days for your body to adjust to your new mattress and for the fillings to settle. Chances are the springs and upholstery in your old mattress were not what they used to be, so your new one may take some getting used to at first.
- Regularly check your bed and ensure any fixings are tight, to avoid the risk of parts working loose.

Don't...

- Bend, roll or fold your mattress, as this can seriously damage the spring unit and fillings, as well as the overall strength and durability of the mattress.
- Remove the mattress fire resistance labels or base labels as these identify your mattress for the guarantee.
- Jump/stand on your bed, as this can damage the mattress and base.
- Sit on the edge of your mattress for prolonged periods as this damages the edge support.
- Overload or fill storage drawers with heavy or bulky items, as this may cause them to collapse.
- Use the product outside of the manufacturer's guidelines.



Bedcover

Your guide to the ultimate bed care...

Dreams
Love your bed

What's covered on bed frames, divans & mattresses?

We provide cover for the following defects and damages (at our discretion):

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

- Excessive loss of resilience or shape;
- Defects caused by breakage to or warping of frames and drawers;
- Cracking of solid-wood components;
- Bending of and breakage to metal components, including fixings and weld points;
- Failure of motors, integral massage units, pistons and associated mechanisms;
- Broken zips, castors, glides, tufts, and drawer runners;
- Separation of seams and stitching, and fraying of fabric.

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

Spills and stains caused by:

- Food and beverages;
- Ink, paint and dye;
- 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.

Other cosmetic damage caused by:

- Peeling, tarnishing or other marring of the paint, varnish or veneer on solid wood;
- Rips, tears, burns, scuffs, scratches, dents, chips and punctures.

Cosmetic pet damage (up to three claims, subject to maximum liability provisions) caused by:

- Soiling;
- Rips, tears, scratches, bites and punctures.

What's covered on furniture & headboards?

We provide cover for the following defects and damages (at our discretion):

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

- Defects caused by breakage to or warping of frames and drawers;
- Cracking of solid-wood components;
- Bending of and breakage to metal components, including fixings;
- Broken hinges, handles, and drawer and door runners;
- Defects to glass or mirrored components;
- Separation of seams and stitching, and fraying of fabric.

Cosmetic damage to your furniture or headboard for 5 years, including:

Spills and stains caused by:

- Food and beverages;
- Ink, paint and dye;
- 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.

Other cosmetic damage caused by:

- Water, liquid or heat marks from items in normal household use;
- Peeling, tarnishing or other marring of the paint, varnish or veneer on solid wood;
- Breakage, scratches and chips of glass or mirrors occurring during normal household use;
- Rips, tears, burns, scuffs, scratches, dents and chips.

Cosmetic pet damage (up to three claims, subject to maximum liability provisions) caused by:

- Soiling;
- Rips, tears, scratches and bites.

What's not covered?

Unfortunately, we can't cover the following defects and damages:

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 in the Claims Procedure;
 - 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, oxidation, or any other natural disaster;
 - by any other cause not specifically mentioned under What is Provided in the full terms and conditions.

2. Removal of odours even when caused by a spill or stain;
3. Stains and damage that is 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 or replacements on specific beds if the users are over 115kg or the manufacturer's recommended maximum weight where provided. Adjustable beds will not be covered by this Service Contract if the users are over the manufacturer's recommended maximum weight stated in the product documentation;
9. In the case of TV Beds or Tech Beds with built-in televisions or other ancillary electronic components, only the bed and fittings, including the lift mechanism are covered by this Service Contract and not the television or any ancillary electrical components whether attached to the television or otherwise included within the bed frame. Ancillary electronic components include but are not limited to remote controls, electrical wires and cables, light bulbs, fitting and casings, sound bars and speakers.

