

# Your Guarantee Explained.

## Take Comfort in our Free Guarantee

We recognise that your guest bed is a considerable investment and it is important that you are completely happy with its performance for a suitable length of time. As an award winning, ISO 9001:2008 accredited manufacturer; we are committed to offering the best quality and service possible.

We design and manufacture everything in the UK to exceed British (BS), European (EN) and International (ISO) quality standards and we are pleased to provide a free frame guarantee on all of our guest beds as an indication of the confidence we have in our products and for your long term assurance.

## How To Register Your Guarantee

The JAY-BE<sup>®</sup> Guarantee can be registered online by visiting: [www.jaybe.com/guarantee-register](http://www.jaybe.com/guarantee-register)

## The Benefits of Registering

Registering your guarantee provides you with confirmation of your purchase. Should you ever need to make a claim it makes this process easier as we already have a record of you and your product.

## How To Make A Claim

To make a claim, simply contact our in-house UK Customer Service team directly by either emailing [service@jaybe.co.uk](mailto:service@jaybe.co.uk) or calling on **+44 (0)1924 66 66 33**

**(Option 1).** Our phone lines are open Mon-Thurs 9.00am to 5.00pm and 9.00am to 4.00pm on Friday. You don't need to involve the retailer from whom you purchased your product.

## What You Need To Know Prior To Making A Claim

It is important that prompt notification is given of any claims to avoid minor problems becoming major ones. JAY-BE<sup>®</sup> reserves the right to inspect a product before a guarantee claim is authorised. Subject to this we may either repair the product or supply a full replacement. If an identical replacement is no longer possible, we will supply a comparable product of similar value as the defective product.

## What the Guarantee covers

Your free guarantee covers the cost of replacement parts or product and labour where the product is faulty because of a manufacturing defect. Our aim is to ensure that you are completely happy with your product so if you believe something is not as it should be, please let us know as soon as possible and we will do our best to address your concern.

## What the Guarantee doesn't cover

Although we will always try to solve a product issue, there are some circumstances which are not covered by the guarantee. Examples of these include: Defects which have resulted from misuse, normal wear and tear including decolouration, insects, fungus, wet or dry rot, rusting, scratching or ignoring the manufacturer's recommendations for cleaning.

Defects caused because the product has been used for purposes other than for normal domestic use. Damage caused by extreme external impacts such as flood or fire. Loss or damage to any property, expenses or any consequential loss.

For more information please see our Terms and Conditions at [www.jaybe.com/downloads/terms-and-conditions.pdf](http://www.jaybe.com/downloads/terms-and-conditions.pdf)

## How moving abroad affects your Guarantee

The free guarantee is only valid in the country where the product was purchased. However, we will always do our best to assist you with your claim in whichever country you are now resident. For further information please call our in-house UK Customer Service team on **+44 (0)1924 66 66 33**

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## What happens when my Guarantee runs out?

JAY-BE<sup>®</sup> design and build products that last and that is why we are confident to offer a free lifetime frame guarantee which will not expire.