



BK
B a K a r e

Service Plans

BK
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Lifelong Service

Congratulations on choosing BaKare Beds. You are the owner of the highest quality products available, supplied by a company that is committed to providing the highest level of customer service & support throughout the life of your product.

Manufacturer's Guarantee

From the date of delivery your product will be covered by the manufacturer's Guarantee of 2 years parts and 1 year labour.

Annual Inspection

It is the manufacturer's recommendation and a Health and Safety Directive that the motorised adjustable beds & chairs are subject to an annual inspection to ensure that they are in a good state of structural, mechanical & electrical repair. Annual inspections are not included in the standard manufacturer's Guarantee.

BaKare Beds Service Plans

BaKare Beds Service Plans are designed to comprehensively cover annual servicing & inspections, replacement parts and call out costs to provide you with the peace of mind which is both economic and convenient. Costs are fixed no matter what happens to labour or parts prices. BaKare Beds Service Plans provides up to an additional 4 years servicing, guarantee and call outs.

- Annual service & inspection by BaKare Beds engineer at your location
- Nothing more to pay – we'll cover you for the costs of labour, parts, VAT and up to 2 standard call-outs per year
- All plans can be bought on interest free monthly instalments

The aim of our BaKare Beds Service Plan is to offer you the equivalent to the first year of your manufacturer's Guarantee over an extended period, with the additional benefit that your product is regularly inspected and serviced in line with the manufacturer's guidelines. The BaKare Beds Service Plan is offered and maintained by BaKare Beds, not a third-party company. This guarantees that your product will only be serviced by a fully trained & approved engineer. Whilst many other extended warranties will come to an end if a claim is made, the BaKare Beds Service Plan offers up to 2 call outs per year and necessary labour & parts to return your product to full working order.

Bakare Beds Ltd (Service Dept.)
Unit 1, Bluewater Estate
Bell Close, Plympton
Plymouth, PL7 4JH.

Phone: (01752) 512227
Fax: (01752) 511117
Email: service@bakare.co.uk
Web: www.bakare.co.uk

Silver Plus

1 Year Extra Cover

- In case of breakdown, 2 call outs and necessary labour to return your product to full working order during the 2nd year of ownership.
- Your products' 1st Annual inspection & service.
- Single Bed £155 Double Bed £248

Gold Plus

2 Year Extra Cover

- In case of breakdown, 2 call outs per year and necessary labour to return your product to full working order during the 2nd & 3rd year of ownership.
- Any necessary parts required to return your product to full working order during the 2nd & 3rd year of ownership.
- Your product's 1st & 2nd Annual inspections & service.
- Single Bed £295 Double Bed £472

Platinum Plus

4 Year Extra Cover

- In case of breakdown, 2 call outs per year and necessary labour to return your product to full working order during the 2nd, 3rd, 4th & 5th year of ownership.
- Any necessary parts required to return your product to full working order during the 2nd, 3rd, 4th & 5th year of ownership.
- Your products' 1st, 2nd, 3rd & 4th Annual inspections & service.
- Single Bed £595 Double Bed £952

BaKare Beds are proud that our products are manufactured to the highest levels of quality & reliability. However, any piece of electrical or mechanical equipment requires regular servicing and inspection to minimise the risk of breakdowns and ensure that it keeps operating safely, effectively and efficiently in line with manufacturer and Health & Safety directives. If a breakdown does occur, it mostly happens unexpectedly and at a time when the household can least afford it. That is why it makes a great deal of sense to take advantage of our BaKare Beds Service Plans from the people who know your product the best.

Your Questions Answered

Q. When can I take out my BaKare Beds Service Plan?

A. The BaKare Beds Service Plan can be taken out at any time from point of purchase of your BaKare Beds product up until the end of the first year of its Guarantee. Should you wish to cover your product which is older than 1 year, any cover offered would be subject to an inspection of the product.

Q. Who do I contact if I require an Engineer appointment?

A. You will need to contact BaKare Beds Customer Services on 01752 512227

Q. How soon will an Engineer attend to my product?

A. The Engineers normal working week is 9am to 5.30pm Monday to Friday. The usual call out response for repair work is guaranteed within 5 working days. In the event of an emergency situation BaKare Beds will endeavour to respond by next working day subject to Engineer availability and will incur additional costs.

Q. How Can I pay for my Service Plan?

A. You can pay by Cheque, Debit or Credit Card or you can spread the cost evenly on a monthly basis by Standing Order at no extra cost.

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BaKare Beds Service Plan Terms & Conditions

These terms and conditions constitute the whole agreement between you and BaKare Beds Ltd relating to the Service Plan. In agreeing to them you acknowledge that you have not relied on any other statements, representations, or assurances. Any dispute or claim arising out of or in connection with these terms and conditions shall be governed by and construed in accordance with the law of England and Wales. This Service Plan does not affect your statutory rights.

1. Purchase of Service Plan after purchase of Products: You may purchase the Service Plan at up to 1 year after you purchase the product and over 1 year (subject to inspection & acceptance) by contacting our Customer Service team.

2. Right to Cancel: The Service Plan can be cancelled as follows:

a. By giving written notice to cancel within the first 45 days of taking it out - a full refund will be given where no claims have been made; or

b. Provided no claim has been made under the Service Plan, by giving written notice to cancel after 45 days - a pro-rata refund based on the unexpired period of cover will be given.

3. Termination of Service Plan: BaKare Beds will not terminate the Service Plan when you make a claim. The BaKare Beds Service Plan offers up to 2 call outs per year and necessary parts & labour to return your product to full working order during the life of the Service Plan.

BaKare Beds undertake to thoroughly service & inspect the bed within normal working hours (Mon-Thur 9am-4.45pm, Fri 9am-3.45pm). The contract shall commence upon the date of the contract acceptance letter and continue for the term agreed therein. BaKare Beds will not be liable for repairs that are a result of misuse, abuse, wilful damage, accidental damage, neglect, theft, force majeure, consumables such as batteries or any consequential loss. Maintenance and or service contracts are non-refundable, non-transferable and can only be utilised by the original purchaser unless authorised in writing by BaKare. All prices quoted are based on current costs.

Service Plan Application

Name: _____

Address: _____

Postcode: _____

Telephone: _____

Please provide me with (please tick):

Silver Plus Single Bed £155 Double Bed £248

Gold Plus Single Bed £295 Double Bed £472

Platinum Plus Single Bed £595 Double Bed £952

Please note: All prices exclude VAT

I enclose a cheque for £_____ made payable to BaKare Beds Ltd

Please post to: BaKare Beds Ltd.
Unit 1a, Bluewater Estate
Plymouth
Devon PL7 4JH

Alternatively please call 01752 512227 to purchase by card.

I agree to the enclosed terms and conditions

Signed: _____ Date: _____

VAT Declaration

I am chronically ill or disabled and I am receiving the goods or services above for my own personal use. These goods or services are eligible for relief from Value Added Tax under Group 14 of Schedule 5 to the VAT Act 1984.

Signed: _____ Date: _____

Customer code: (Office use only)

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