



If you have bought a bed it must be:

- ✦ OF SATISFACTORY QUALITY
- ✦ FIT FOR ITS PURPOSE
- ✦ AS DESCRIBED

When the bed doesn't meet any of these three rules:

- ✦ If you have only used it a few times or haven't had a reasonable opportunity to check it, you are probably entitled to a **refund** for a major fault, a number of minor faults or a serious misdescription.
- ✦ If the fault is only minor **and** can easily be put right it is reasonable to accept a **repair**. This won't stop you claiming a **refund** if the repair turns out to be unsatisfactory.
- ✦ If you have used it more than a few times or have had a reasonable opportunity to check it, you are probably only entitled to a **repair**. A repair should be carried out within a reasonable period of time and should restore the bed to a satisfactory condition. If this does not happen you are entitled to **compensation**. This could be a sum of money or the cost of having somebody else repair the bed.
- ✦ If the bed cannot be repaired you are entitled to a **refund**. The trader may make a **reduction** from the price you

paid to allow for the use you have had from the bed.

- ✦ If you are out of pocket in any other way, you may be entitled to **compensation** over and above the price of the bed.

Remember, if you are entitled to a **refund**, a **repair** or **compensation** it is the trader who must sort out your problem. **The trader cannot tell you to go back to the manufacturer.**

IMPORTANT

- | You have no rights if you simply change your mind.
- | You have no rights if **you** picked a bed which doesn't suit your requirements.
- | All beds, including mattresses, bases and upholstered head boards must meet fire resistance standards.
- | Fair wear and tear is **not** a fault.