

Plinth | 2000

Cover plan and service contracts

Important information

Useful contact numbers

For claims or customer
services please call

01449 767887

or **0044 1449 767887** (from outside UK)

Lines open Mon to Fri 9am-5pm.



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No Repair Costs for 5 Years

Congratulations on the purchase of your new Plinth Couch or Chair. It has been designed to give you many years of service. However, even the most reliable appliances can and do develop faults, that's why we give you a manufacturer's guarantee. But if your Plinth should require attention when that expires you will be left unprotected against repair bills.

There is now a way to safeguard yourself against costly repair bills with our Plinth Cover Plan. You have the option to extend the manufacturer's guarantee for a further 5 years knowing that you will have no additional costs to keep your Plinth in full working order.

Our service to you

What does this Plan protect?

This low cost plan provides protection against the cost of repair bills caused by electrical or mechanical breakdown of your Plinth after the manufacturer's guarantee has expired.

What to do in the event of a claim

If your Plinth is in need of repair after the manufacturer's guarantee has expired, simply call Plinth 2000 customer services on **01449 767887**. There are no time consuming forms to fill in or third parties to contact as the whole plan is underwritten by Plinth 2000 Ltd.

Renewable Protection

Having enjoyed the security of the Plinth Cover Plan you will find it hard to do without. That's why we've made it easy for you to continue with the protection as long as you wish. Once the initial period of insurance has expired, you can normally renew the protection on an annual basis.

Spreading the payments

No need to pay the fee in one instalment. There is the option of paying over 10 months by direct debit, interest free!

The small print - terms & conditions

Breakdown

The cost of repair to the equipment following a mechanical or electrical fault which stops the equipment working properly.

1. Terms of replacement:

We will always, subject to the full terms, conditions and exclusions of your plan, repair your equipment unless:

- (a) We cannot repair it; or
- (b) We cannot obtain the spare parts to repair it; or
- (c) If it is under 5 years old and we can replace it for less than the cost of the repair.

We will only replace your equipment if we have agreed to do so before a repair is carried out. When we have replaced your equipment, your plan will end immediately and there will be no refund of the fee you have paid. When we have replaced your equipment you may dispose of the original equipment if it is in your possession.

If we do not repair your equipment we will replace it with equipment of the same or similar specification but you must pay for any delivery and or installation charges and any outstanding fee instalments.

We will not be responsible for any costs that you may incur to dispose of your original equipment.

2. What is not included in the Plan

- (a) Costs if no fault is found with your equipment.
- (b) Routine maintenance, cleaning and servicing – we can offer this separately.
- (c) Labour charges for work outside of our normal hours which are Monday to Friday 9am to 5pm.
- (d) Repairs carried out outside of the United Kingdom, unless we agree otherwise in writing.
- (e) Costs arising from not being able to use your equipment or from any damage caused when equipment breaks down, including any costs to remove or reinstate equipment.
- (f) Cosmetic damage such as damage to paintwork or upholstery or dents or scratches to the equipment.
- (g) The cost of replacing any item or accessory that is intended to be replaceable.
- (h) Wear and tear including damage to upholstery coverings.
- (i) Costs due to rust, corrosion or water damage.
- (j) Accidental damage.
- (k) Delivery and Installation charges if a replacement takes place as detailed in 'Terms of replacement'.

The small print - terms & conditions

This plan will not protect against claims arising from a third party or personal injury.

- (l) The cost of modifying the equipment.
- (m) Claims arising from misuse or failure to follow the manufacturer's instructions.
- (n) Theft, attempted theft, malicious damage or damage caused by fire or explosion.
- (o) Claims arising from floods, lightening, storms, frost or other bad weather conditions.
- (p) Claims arising from any problem with the supply of electricity.

3. How to arrange a repair or contact us

Contact our customer services department:

Customer Services
Plinth 2000 Ltd
Wetheringsett Manor
Wetheringsett
Stowmarket
Suffolk IP14 5PP

Telephone **01449 767887**
Email: sales@plinth2000.com

4. Your right to change your mind/cancellations

You may cancel the plan at any time during the 14 day period after receiving your plan documents. If you have already claimed a repair then there may be a £10 administration fee.

You may cancel the plan at any time thereafter provided that you give us 14 days notice in writing and the following will apply:

- (a) If you cancel the plan during the manufacturer's guarantee period and you have made no claims then we will give you a full refund;
- (b) If you cancel the plan after the manufacturer's guarantee period has run out, and you have not made a claim then we will refund part of the monies that you have paid relating to the remaining full months of cover;
- (c) If you cancel the plan and have made a claim, then no refund will be made.

5. Renewing your contract

At the end of your period of protection, we will write to you about renewing.

- (a) If you pay by direct debit, we will send you a renewal notice showing the amount that we will automatically collect, unless you inform us otherwise.
- (b) If you pay by any other means, you will receive a renewal notice showing the amount to pay. You will need to return this with payment for the protection to continue.

6. Fraud

This plan will not be valid if any information you give us is false or exaggerated.

7. Governing Law and your statutory rights

Purchase of this plan does not affect your statutory rights. The information provided, including the terms and conditions have been provided in English. We will communicate in English and English Law will apply to all our contracts unless we agree otherwise in writing with you.

8. Rights of third parties

This plan is for the benefit of you any anyone else we have agreed with you. No benefits will be given to anyone else.

9. Statement of price

Your plan fee will be 10% per annum of the list price of your equipment when it was new.

Example: For 5 years protection including the free manufacturer's guarantee

Product	Total Fee Per Annum (10%)	Direct Debit over 10 months
Model 503 Hydraulic (£640)	£64	£6.40

10. Commencement of plan

This plan must be taken out within the original period of guarantee to ensure that cover is continuous. If the equipment is outside of the original period of guarantee then cover may be declined.

call the service hotline on
01449 767887

Lines open Mon to Fri 9am-5pm.

Service Maintenance Contract

All Plinth 2000 Ltd Variable Height Treatment Couches and Chairs are designed to need little or no maintenance and servicing due to the robustness of their manufacture and the use of high quality components. We are able to offer a Maintenance Contract to ensure that our products are working correctly and to minimise down time and infection control issues. The price structure is based on our engineers working on our products. We cannot guarantee that we will be able to service or repair products from another manufacturer although we will gladly try to.

One twelve monthly service check

The check will be carried out as closely to the due date as possible, but may be 14 days either side of the due date.

Items Checked:

- Upholstery fixings and fittings
- Damage to upholstery (potential infection control issue)
- Paint Finish
- Height Range
- Working load
- Hydraulic System (if applicable)
- Electric Motor, Switch & Leads (if applicable)
- Adjustable and Plastic feet including foot and end caps
- Bolts, nuts & starlocks
- Wheel operation
- Operator manual

Charges (per year)

Charge £100 for the first couch and £30 per subsequent couch (if checked on the same visit)

Parts

Small sundry parts (oil, touch up paint, caps etc) fitted free of charge.
Couch less than 3 years old - all parts covered free of charge excluding

upholstery (upholstery charged in accordance with our current Parts Price List).

Couch more than 3 years old - all parts charged in accordance with our current Parts Price List.

Two six monthly service checks

The check will be carried out as closely to the due date as possible, but may be 14 days either side of the due date.

Items Checked

All items checked as above

Charges (per year)

Charge £190 for the first couch and £50 per subsequent couch (if checked on the same visit)

Parts

All parts charged as above

Standard call out

Those who possess a service agreement with us can also benefit from a reduced rate on our standard call outs as follows:

Standard call out (3-5 day)

Contract rate of £60 rather than usual rate of £80 – this is charged on

products outside of warranty period or for a follow up visit if necessary e.g. to fit a piece of upholstery that was identified as a priority change due to infection control.

Parts

All parts charged as above

24 hour emergency call out

Those who possess a service agreement with us can also benefit from a special emergency call out. Prices as follow:

Charges (per call out)

£40 call out charge

£35 per hour (travelling and on site)

£0.50 per mile travelling expenses

All other costs as above.

Parts

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