

# In-Home Warranty and Accidental Damage Cover

Accidental  
Damage  
Cover That  
Starts From  
Day One!



**Mark Bates Ltd**

THE HOME OF PREMIER CARE



Premier  
Care In-Home  
Warranty gives  
you complete  
peace of  
mind

# In-Home Warranty

Our customer's independence is vitally important to us and In-Home mobility aids is an often neglected area of cover. Due to your reliance on these aids we have designed our Premier Care range of In-Home warranty policies to meet your needs. Covering not just mechanical and electrical breakdown, our policy includes accidental damage cover from day one.

## Our cover includes

"The person I spoke to ticked all of the boxes. It was so nice to speak to a person and not a machine."

✓ **Mechanical and Electrical Breakdown**

No large repair bill if your product goes wrong.

✓ **Accidental Damage**

Protecting your equipment from day one against user error and incidents out of your control.

✓ **Parts, Callout and Labour**

We cover the full cost of repair.

✓ **No Excess**

We don't require any contribution to a claim where other insurance policies might.





# Why Mark Bates Ltd?

Our long established history in providing specialist insurance and warranty speaks for itself. We pride ourselves on our excellent customer care team who are on hand to help and support you.

The Premier Care insurance and warranty range provides not only essential cover for your equipment, but it also protects you against claims from third parties, which are ever increasing in today's society.

## Our promise to you!

Our experienced team of advisors are available to talk to you six days a week, answering any queries you may have. You can rest assured that all claims are dealt with personally by a dedicated team at our head office in Lincolnshire.



**Mark Bates**  
*Managing  
Director*

“Thank you so much for all your help and support, you and all the staff that I have dealt with have given me outstanding customer service.”

# In-Home Accidental Damage Cover

Brand  
New

Our new accidental damage policy is designed to give you complete peace of mind. Providing your equipment with comprehensive cover against accidental damage whilst under manufacturer's warranty, meaning your equipment will be back in use as quickly as possible and avoiding any large repair bills.

"The staff have been nothing short of exemplary in dealing with my claims promptly and efficiently."

## Our cover includes

✓ **Accidental Damage**

You're covered from day one!

✓ **Parts, Callout and Labour**

Protection against expensive repairs so you are not left out of pocket.







# Our promise to you

We are passionate about keeping you independent, so we have designed our Premier Care range of policies to do just that. We fully appreciate the importance of helping you quickly and efficiently, getting you mobile again as soon as possible.

## What makes us different?

### ✓ **Dedicated claims team**

If you need to claim our specialist in-house UK based advisors will ensure your claim is handled quickly.

### ✓ **Accidental damage cover from day one**

Cover runs alongside your manufacturer's warranty to ensure you're fully protected.

### ✓ **Over 400 mobility engineers nationwide**

We're proud to partner with over 400 mobility engineers from all over the UK so you are never left stranded.

### ✓ **No automated phone lines**

It's the little things that make all the difference and we believe a person should answer your call, not a computer.

"They cared about getting things resolved for me extremely quickly."

For more information or to purchase cover call us on 01476 512190 or visit [markbatesltd.com](http://markbatesltd.com)



# Mark Bates Ltd

THE HOME OF PREMIER CARE

The full Premier Care mobility range

- ✓ Mobility Scooter and Powerchair Insurance
- ✓ Manual Wheelchair Insurance
- ✓ High Value Scooter and Powerchair Insurance
- ✓ In-Home Warranty

For further information or to purchase a policy please visit [markbatesltd.com](http://markbatesltd.com)



**Tel:** 01476 512190

**Fax:** 01476 591543

**Website:** [www.markbatesltd.com](http://www.markbatesltd.com)

**Email:** [enquiries@markbatesltd.com](mailto:enquiries@markbatesltd.com)

**Address:** Mark Bates Ltd, Premier House  
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# Application Form

Please read the keyfacts document before filling out this application form.

## Policy Details

Cover Commencement Date .....

## Your Details

Title ..... First Name(s) .....

Surname .....

Address .....

Postcode ..... Date of Birth .....

Telephone ..... Mobile .....

Email .....

## Equipment Details

Make ..... Model .....

Serial Number ..... Purchase Price .....

Year of Manufacture ..... Date of Purchase .....

## Declaration

I wish to insure my mobility equipment as detailed on this application form and agree to accept the insurer's normal form of policy for the type of insurance I have chosen. I confirm that I will look after my mobility equipment with utmost care at all times.

I agree that any information provided to the insurer regarding me for the purposes of accepting insurance and handling any claims may, if necessary, be divulged to third parties, provided it will be processed by the insurer in compliance with the provisions of the Data Protection Act 1998.

Please sign to confirm you have read and understood the declaration.

Signature

Date

Policy Options (please tick)

Chair, Bed, Hoist					Used
	2 Years	3 Years	4 Years	5 Years	1 Year
New	£100 <input type="checkbox"/>	£151 <input type="checkbox"/>	£213 <input type="checkbox"/>	£275 <input type="checkbox"/>	£110 <input type="checkbox"/>
Bathlift					Used
	2 Years	3 Years	4 Years	5 Years	1 Year
New	£63 <input type="checkbox"/>	£105 <input type="checkbox"/>	£146 <input type="checkbox"/>	£187 <input type="checkbox"/>	£84 <input type="checkbox"/>
Straight Stairlift					Used
	2 Years	3 Years			1 Year
New	£169 <input type="checkbox"/>	£269 <input type="checkbox"/>			£181 <input type="checkbox"/>
Curved Stairlift					Used
	2 Years	3 Years			1 Year
New	£257 <input type="checkbox"/>	£379 <input type="checkbox"/>			£269 <input type="checkbox"/>

Please note: warranty policies for new equipment commence after the 12 month manufacturer's guarantee and policies for used equipment exclude cover for the first 90 days.

Accidental Damage for Beds and Chairs					Brand New
	2 Years	3 Years	4 Years	5 Years	
New	£79.00 <input type="checkbox"/>	£104.00 <input type="checkbox"/>	£129.00 <input type="checkbox"/>	£154.00 <input type="checkbox"/>	

Please note: Accidental damage cover can only be purchased whilst you have a live manufacturer's warranty.

Payment Options (please tick)

Cheque ☐    Credit/Debit Card ☐    Paid Dealer ☐    Included ☐

Please make cheques payable to Mark Bates Ltd

Card Details

Valid From  /     Expiry Date  /     Issue Number

Security Code  (last three digits on the signature strip)

To pay via annual direct debit please call us on 01476 512190

From time to time we may wish to contact you with reference to current or new products we have to offer.  
If you are not happy for us to contact you by either phone, post or e-mail please tick the box: ☐