

## YOUR SERVICE WARRANTY · U DIENS WAARBORG

The Cloud Nine Range carries a twelve, fifteen, twenty and twenty five year service warranty respectively. In the unlikely event of a complaint the service warranty will operate in the following manner:

**1.** During the first two years Cloud Nine will repair, replace, or refund (at Cloud Nine's option) the defective mattress or foundation.

**1.1** In the event of repair, Cloud Nine shall be entitled to use a different colour and/or design material (plus transport costs, if any).

**1.2** Should Cloud Nine replace the defective article, the provisions of sub-paragraph 1.1 shall apply. Replacement of one piece will not automatically constitute the replacement of the other piece.

**1.3** Should Cloud Nine decide to refund, the amount to be paid shall be restricted to the nett price of the article charged by Cloud Nine to the retailer. Only the defective article will be refunded.

**2.** After two years there will be a service charge of one-fifteenth, one twentieth or one-twenty fifth (whichever is applicable) of the current recommended retail price at the date of complaint times the number of years in use (plus transport costs, if any).

**3.** The complete article must be used for the purpose for which it was constructed for the entire period of this service warranty and in the event of any claim, the total liability of the manufacturer shall be limited as provided for in sub-paragraph 1.3 above.

**4.** Cloud Nine reserves the right to refuse services when upon inspection, the article is found to be dirty, stained or in an unsanitary condition or when the product failure is due to causes other than defective workmanship and materials or when the identification labels have been removed or if the product has been tampered with in any way.

**5.** If you have not purchased a matching Cloud Nine base, Cloud Nine reserves the right to revoke any warranty or guarantee claim.

**6.** This warranty applies to the original purchaser only.

**7. It is a condition of this warranty that a copy of the original purchase invoice must be provided prior to any warranty claim.**

Die Cloud Nine Reeks dra onderskeidelik 'n twaalf, vyftien, twintig en vyf-en-twintig jaar dienswaarborg. In die onwaarskynlike geval van 'n klagte, word die dienswaarborg soos volg toegepas:

**1.** Gedurende die eerste twee jaar sal Cloud Nine (volgens die maatskappy se keuse) die foutiewe matras of basis herstel, vervang, of die koper vergoed.

**1.1** In die geval van herstelwerk, is Cloud Nine geregtig daarop om materiaal van 'n verskillende kleur of patroon te gebruik (plus vervoerkoste, indien enige)

**1.2** Indien Cloud Nine die foutiewe artikel vervang, geld die bepalings in subparagraaf 1.1. Die vervanging van een stuk sal nie outomaties beteken dat die ander stuk ook vervang sal word nie.

**1.3** Indien Cloud Nine besluit om 'n terugbetaling te doen, is die bedrag beperk tot die netto prys van die artikel gehef deur Cloud Nine aan die kleinhandelaar. 'n Terugbetaling sal slegs gedoen word ten opsigte van die foutiewe artikel.

**2.** Na twee jaar geld 'n diensgeld van een vyftiende, een twintigste of een vyf-en-twintigste (wat ook al van toepassing mag wees) van die huidige aanbevole kleinhandelprys op die klagtedatum, vermenigvuldig met die getal jare in gebruik (plus vervoerkoste, indien enige).

**3.** Die algehele artikel moet gebruik word vir die doel waarvoor dit vervaardig is gedurende die totale tydperk van hierdie dienswaarborg; en in die geval van enige eis, sal die totale aanspreeklikheid van die vervaardiger beperk wees soos bepaal in subparagraaf 1.3 hierbo.

**4.** Cloud Nine behou die reg voor om dienste te weier indien daar tydens inspeksie gevind word dat die artikel vuil, gevelek of in 'n onhygiëniese toestand is of indien die probleem 'n gevolg is van ander oorsake as foutiewe vakmanskap en materiaal of indien die identifikasie-etiket verwyder is of indien daar aan die produk gepeuter was.

**5.** Indien u nie 'n bypassende Cloud Nine basis gekoop het nie, behou Cloud Nine die reg voor om enige waarborg nietig te verklaar.

**6.** Hierdie waarborg geld slegs vir die oorspronklike koper.

**7. Dit is 'n voorwaarde van die waarborg dat 'n afskrif van die oorspronklike aankoopfaktuur gelewer moet word voor enige eis ingestel word.**



**Cloud Nine**<sup>®</sup>  
*beds for the rest of your life*

HOW TO CARE FOR YOUR NEW BED | HOE OM U NUWE BED TE VERSORG

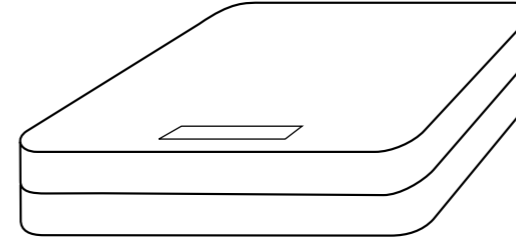
## PLEASE READ BEFORE USE · LEES ASSEBLIEF VOOR GEBRUIK

- Having been protected by plastic you may find your new mattress has a slight odour. This will disappear as soon as the mattress is removed from the plastic cover and aired.
- You may find your new mattress is a little too firm initially. This is normal since your old mattress had most likely lost the support qualities you are now experiencing from your new mattress.
- If you have not purchased a matching Cloud Nine base, ensure that the base you are using is a slatted base and in a good condition otherwise our warranty cannot be honoured if you fail to comply in this regard.
- Body impressions indicate the comfort level is conforming to your body's individual contours. It is not a structural defect, but a normal occurrence in the performance of the mattress. Body impressions are most noticeable in the morning as the surface has been depressed for hours. To equalise these impressions turn the mattress as illustrated.
- Keep your bedding clean. We recommend a mattress protector or underblanket especially if children use the bed.
- Cloud Nine reserves the right to refuse service when the product is found to be in an unsanitary condition or when product failure is due to causes other than defective workmanship or material.

- Siende dat u nuwe matras verpak is in 'n plastieksak, sal u vind dat dit 'n effense reuk het. Dit sal verdwyn sodra die plastiek verwyder word.
- U mag dalk u nuwe matras 'n bietjie hard/ferm vind. Dit is normaal siende dat u vorige matras heel waarskynlik sy ondersteuning verloor het.
- Indien u nie 'n bypassende Cloud Nine basis gekoop het nie, maak seker dat die basis wat u gebruik 'n houtsparbasis is en in 'n goeie toestand is of anders sal die waarborg/dienswaarborg verval.
- Liggaamsafdrukke dui daarop dat die verskillende geriefiae by jou liggaam se individuele kontoere aanpas. Dit is nie 'n strukturele defek nie, maar 'n normale eienskap van die bogemiddelde matras. Liggaamsafdrukke is meer sigbaar soggens siende dat die geriefiae vir 'n geruime tyd saamgepers was. Om blywende gerief te verseker, moet die matras omgedraai word soos aangedui.
- Hou u beddegoed skoon. 'n Matrasbedekking is 'n goeie idee, veral as kinders daarop slaap.
- Cloud Nine behou die reg voor om diens te weier indien die produk na 'n ondersoek onhigiënies bevind word, of indien die fout toegeskryf kan word aan ander oorsake as vervaardiging of materiaal.

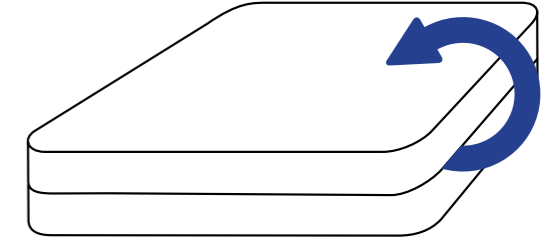
For more information on your new Cloud Nine mattress please visit [www.cloudnine.co.za](http://www.cloudnine.co.za) or for more information on this warranty please visit [www.cloudnine.co.za/warranty](http://www.cloudnine.co.za/warranty) or email [info@cloudnine.co.za](mailto:info@cloudnine.co.za)

### MONTH 1 / MAAND 1



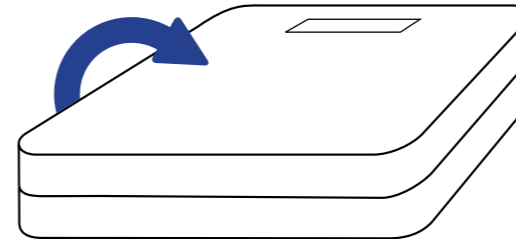
LABEL FACE UP AT FOOT.  
ETIKET WYS BOONTOE BY VOETENENT

### MONTH 2 / MAAND 2



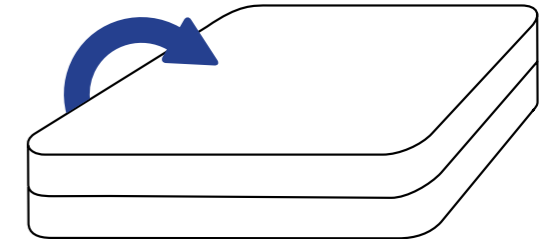
LABEL FACE DOWN AT FOOT.  
ETIKET WYS ONDERTOE BY VOETENENT

### MONTH 3 / MAAND 3



LABEL FACE UP AT HEAD.  
ETIKET WYS BOONTOE BY KOPPENENT

### MONTH 4 / MAAND 4



LABEL FACE DOWN AT HEAD.  
ETIKET WYS ONDERTOE BY KOPPENENT

MONTH 5 : Begin the turning sequence again | MAAND 5 : Begin die omdraai-volgorde weer.

## YOUR SERVICE WARRANTY · U DIENS-WAARBORG



OR



OR



OR



All Cloud Nine products have a one, five or ten year service warranty respectively. In the unlikely event of a complaint the service warranty will operate in the following manner

1.1 In the event of repair, Cloud Nine shall be entitled to use a different colour and/or design covering material.

1.2 Should Cloud Nine replace the defective article, the provisions of sub-paragraph 1.1 shall apply. Replacement of one piece will not automatically constitute the replacement of the other piece.

1.3 Should Cloud Nine decide to refund, the amount to be paid shall be restricted to the nett price of the article charged by Cloud Nine to the retailer. Only the defective article will be refunded.

2. After 6, 12 or 24 months there will be a service charge on the product, for the number of months in use, calculated at current recommended retail price at the date of complaint. (Plus transport costs, if any).

3. The complete article must be used for the purpose for which it was constructed for the entire period of this service warranty and in the event of any claim, the total liability of the manufacturer shall be limited as provided for in sub-paragraph 1.3 above.

4. Cloud Nine reserves the right to refuse services when upon inspection, the article is found to be dirty, stained or in an unsanitary condition, or when the product failure is due to causes other than defective workmanship and materials, or when the identification labels have been removed.

5. If you have not purchased a matching Cloud Nine base, Cloud Nine reserves the right to revoke any warranty or guarantee claim.

6. This warranty applies to the original purchaser only.

7. It is a condition of this warranty that a copy of the original purchase invoice must be provided prior to any warranty claim.

Alle Cloud Nine produkte het onderskeidelik een, vyf of tien jaar dienswaarborg. In die onwaarskynlike geval van 'n klage, word die dienswaarborg soos volg toegepas:

1.1 In die geval van herstelwerk, is Cloud Nine geregtig daarop om oortrek materiaal van 'n verskillende kleur en/of patroon te gebruik.

1.2 Indien Cloud Nine die foutiewe artikel vervang, geld die bepaling in subparagraaf 1.1. Die vervanging van een stuk sal nie outomaties beteken dat die ander stuk ook vervang sal word nie.

1.3 Indien Cloud Nine besluit om 'n terugbetaling te doen, is die bedrag beperk tot die netto prys van die artikel gehef deur Cloud Nine aan die kleinhandelaar. 'n Terugbetaling sal slegs gedoen word ten opsigte van die foutiewe artikel.

2. Na 6, 12 of 24 maande geld 'n diensfooi bereken volgens die aantal maande in gebruik teen die huidige aanbevole kleinhandelprys op die klagtedatum. (Plus vervoerkoste, indien enige).

3. Die volledige artikel moet gebruik word vir die doel waarvoor dit vervaardig is gedurende die totale tydperk van hierdie dienswaarborg; en in die geval van enige eis, sal die totale aanspreeklikheid van die vervaardiger beperk wees soos bepaal in subparagraaf 1.3 hierbo.

4. Cloud Nine behou die reg voor om dienste te weier indien daar tydens inspeksie gevind word dat die artikel vuil, gevlek of in 'n onhygiëniese toestand is, of indien die probleem as gevolg is van oorsake anders as foutiewe vakmanskap en materiaal, of indien die identifikasie-etiket verwyder is.

5. Indien u nie 'n bypassende Cloud Nine-basis gekoop het nie, behou Cloud Nine die reg voor om enige waarborg nietig te verklaar.

6. Hierdie waarborg geld slegs vir die oorspronklike koper.

7. Dit is 'n voorwaarde van hierdie waarborg dat 'n afskrif van die oorspronklike aankoopfaktuur gelewer moet word voor enige eis ingestel word.

# Cloud Nine®

*beds for the rest of your life*



HOW TO CARE FOR YOUR NEW BED | HOE OM U NUWE BED TE VERSORG

## PLEASE READ BEFORE USE

**Our beds are manufactured from the finest materials to the highest standards of workmanship. Your new bed's lifespan will depend on how well it is cared for, so to enjoy maximum comfort for many years to come, please follow these simple instructions:**

Having been protected by plastic you may find your new mattress has a slight odour. This will disappear as soon as the mattress is removed from the plastic and aired.

occurrence in the performance of the mattress. Body impressions are most noticeable in the morning as the surface had been depressed for hours.

You may find that your new mattress is initially a little too firm. This is normal since your old mattress had most likely lost the support qualities which you are now experiencing from your new mattress.

Do not bend or fold the mattress.

Keep your bedding clean. We recommend a mattress protector or under-blanket.

If you have not purchased a matching Cloud Nine base, Cloud Nine reserves the right to revoke any warranty or guarantee claim.

Cloud Nine reserves the right to refuse service when the product is found to be in an unsanitary condition or when product failure is due to causes other than defective workmanship or material.

Body impressions of 30 mm to 40 mm indicate that the comfort level is conforming to your body's individual contours. It is not a structural defect, but a normal

We do not advise the use of detergents or chemicals on your mattress as this may disintegrate the fabric.

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For more information on your new Cloud Nine mattress please visit [www.cloudnine.co.za](http://www.cloudnine.co.za)

## LEES ASSEBLIEF VOOR GEBRUIK

**Ons beddens word vervaardig van die beste materiale volgens die hoogste standaarde van vakmanskap. Die lewensverwagting van jou nuwe matras gaan afhang van hoe goed dit versorg word, so volg asseblief hierdie eenvoudige instruksies:**

Siende dat u nuwe matras verpak is in 'n plastieksak, sal u vind dat dit 'n effense reuk het. Dis sal verdwyn sodra die plastiek verwyder word.

Liggaamsafdrukke is meer sigbaar soggens siende dat die gerieflike vir 'n geruime tyd saamgepers was. Moenie die matras buig of vou nie.

U mag dalk u nuwe matras 'n bietjie hard/ferm vind. Dit is normaal siende dat u vorige matras heel waarskynlik sy ondersteuning verloor het.

Hou u beddegoed skoon. 'n Matrasbedekking is 'n goeie idee, veral as kinders daarop slaap.

Indien u nie 'n bypassende Cloud Nine-basis gekoop het nie, behou Cloud Nine die reg voor om diens te weier ten opsigte van die matras.

Cloud Nine behou die reg voor om diens te weier indien die produk na 'n ondersoek onhygiënies bevind word, of indien die fout toegeskryf kan word aan ander oorsake as vervaardiging of materiale.

Liggaamsafdrukke van 30 mm tot 40 mm dui daarop dat die verskillende gerieflike by jou liggaam se individuele kontoere aanpas. Dit is nie 'n strukturele defek nie, maar 'n normale eienskap van hierdie bogemiddelde matras

Moenie skoonmaakmiddels of chemiese middels op jou matras gebruik nie, aangesien dit die materiaal mag bleik of disintegreer.

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Vir meer inligting oor U nuwe Rest Assured matras besoek gerus [www.cloudnine.co.za](http://www.cloudnine.co.za)