

WARRANTY CONDITIONS



Bed Lab Factory

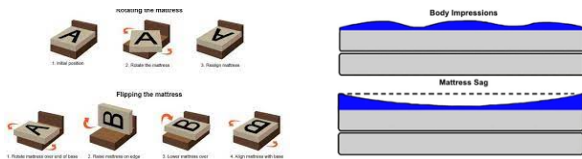
**YOUR SLEEP QUALITY
IS IMPORTANT TO US**

Congratulations

Thank you for purchasing a quality product and we wish you many nights of rest and rejuvenation.

Recommendations

- To extend the comfort and support of your sleep system please follow these care instructions
- Rotate you mattress once a month
- Use a firm, supportive base as an old may not provide enough support and may cause sagging of the spring unit and comfort layers
- Use a good quality mattress protector at all times to keep the mattress sanitary and to prevent stains
- Do not remove trade labels
- Do not use dry cleaning liquid as it could damage some of the materials used



Please Note

Impressions are not a structural defect and should not be confused with sagging. The comfort and support layers are designed to compress with use and body impressions of +/- 4cm per side are perfectly normal.

Turn free mattresses are to be rotated end to end on a monthly basis. Please note that all pocket spring beds are to be stored and transported flat.

Your Guarantee

- Bed Lab Factory products carry a service warranty and guarantee
- This does not extend to normal wear and tear, or damage caused by abuse, misuse or negligence
- If Bed Lab Factory is satisfied with evidence via inspection or supporting documents (Pictures and Videos etc.) The product will be repaired or replaced at Bed Lab Factory's discretion

Your Bed Lab Factory mattress or base is warranted against defective workmanship and material only. If you observe a defect, please contact your dealer and ensure you have the original proof of purchase which will be required to validate your claim.

If a defect is found, we reserve the right to repair or replace the product at our discretion. Only the fault item will be replaced or repaired in your sleep system.

The warranty period runs from the original date of purchase for repair or replacement of a faulty mattress or base.

If identical materials or product are not available at the time of repair or replacement, we reserve the right to substitute the materials or product of equal quality.

- We reserve the right to invalidate the warranty when a mattress and/or base is found to be unsanitary.

Do not attempt to touch the mattress by yourself, bigger sizes are heavy, and this could cause personal injury or damage to your mattress. Once the mattress is removed from the plastic packaging, please aerate for a few hours before use.

Not covered under warranty

- Mattress, cloth handles or foundation ticking/stitching pulling loose after 4(four)months from purchase
- Damages due to abuse: bent mattress border wire, torn and scuffed fabric, burns, splintered wood, stans, insect infestation or any unsanitary conditions
- Mattress with no label
- Firmness and comfort preference which may cause or aggravate any medical conditions
- Products subjected to weight in excess of its design limits
- Cover (Fabrics)
- Normal wear and tear
- Normal body impressions
- Mattress damage due to incorrect base support
- Mattress used for purposes other than what it was built for (sitting on edge of bed)
- Any damages incurred by transport by dealer or customer moving home
- Any fabric protector additive applied could nullify warranty
- Transportation cost due to repair, replacement and inspection
- Decision to repair or replace will be at the sole discretion of Bed Lab Factory
- This warranty is applicable in South Africa only

Guarantee Period

Should any manufacturing defect arise within the guarantee period, the said product will either be repaired or replaced at no cost to the customer. The decision to repair or replace in the guarantee period is at the discretion of manufacturer.

TOTAL	GAURANTEE	WARRANTY	CULCULATIONS OF REPAIR OR REPLACEMENT FEES
10 Years	2 Years	8 Years	1/10 of current retail price x number of years
7 Years	2 Years	5 Years	1/7 of current retail price x number of years
6 Years	2 Years	4 Years	1/6 of current retail price x number of years
3 Years	1 Years	2 Years	1/3 of current retail price x number of years

After the guarantee period has lapsed and the product is within remaining warranty period, a warranty service charge will be applied as per the above table. The decision to repair or replace in the warranty period is at the discretion of the manufacturer

Unsanitary, abused or damaged products will not be repaired or replaced

The warranty service charge must be paid in advance before the product will be repaired or replaced.

Prolong the life of your bed

- ⇒ Keep your bedding clean. We always suggest using a mattress protector
- ⇒ Give your new sleep system time to aerate upon removal of plastic packaging
- ⇒ Replace the foundation (base) when purchasing a new mattress. An old foundation many not provide enough support. It may appear that your new mattress is sagging when it really is the foundation, which supports the entire mattress
- ⇒ Rotate or flip your mattress to prolong its comfort and support life
- ⇒ Body indentations are a normal occurrence in your new mattress and indicate conformance of upholstery layers of your individual body contours
- ⇒ Give yourself time to adjust to the new feel and support of your new mattress

Don't

- ⇒ DON'T smoke in bed. The mattress covering will not eliminate an ignition caused by smouldering cigarettes or excessive high temperatures from an electric blanket
- ⇒ DON'T stand or jump on your jump on your mattress. It was not built for that kind or weight concentration or abuse.
- ⇒ DON'T bend your mattress as this may cause damage to the innerspring unit
- ⇒ DON'T remove the label on your mattress – this serves as a means of identification to establish your warranty period and rights
- ⇒ DON'T allow your mattress to get wet or damp. This may affect the upholstery layers causing odour damage or compressions in fibre
- ⇒ DON'T sit on the edge of the bed for prolonged times as it will cause deformation on the side