

Service Warranty terms & conditions

- The duration of the warranty is product and model specific.
- Bases only carry a one (1) year service warranty.
- Any transportation cost during the redressal process must be borne by the customer.
- To obtain a warranty claim, the customer will need to provide the invoice.

What to expect from your mattress/use and care?

- At first your new mattress may feel a little different to the mattress you have been sleeping on and sometimes your body will tell you so. Your body will soon adjust to the benefit of your new mattress while your mattress also adjusts to your sleeping style. This may take several weeks and lead to differential softening.
- Body impressions of less than 1.5 cm for mattresses up to 12.5 cm or 3.7 cm for mattresses above 12.5 cm are not considered as manufacturing fault and are a normal part of wearing in your mattress. Flexible Polyurethane Foam does soften with normal use and this has no bearing on its performance.
- Avoid sitting on the edges of the mattress and avoid prolonged habitual sitting on the same part of the mattress while watching television etc. for a longer durability of your mattress.
- We recommend that you use a quality mattress protector to protect your mattress from moisture seepage, liquid spills, spots etc.
- Avoid exposure to excessive moisture/humidity, temperature or other extreme environmental conditions.
- We suggest using a liquid resistant sheet, when infants and young children are using the mattress.
- Bending, folding, dragging standing or jumping on the mattress can damage your mattress.
- Ensure that the length & width of the bed matches with the mattress to ensure a proper fit and to avoid damaging your mattress.
- A base that is not supportive or resists air circulation may damage your mattress and **VOID** your warranty. If you have a slat base or slatted bed frame, please confirm that the slats are supported in the middle of the bed with a centre support leg or substantial support beam. Do not lay the mattress on uneven bed surface and do not keep any items below your mattress.

- The use of electric blankets will damage your mattress and will **VOID** your warranty.
- Any marks or stains on the mattress will **VOID** your warranty.
- Any malicious damage to either the base or the mattress will **VOID** your warranty
- In case of storage beds, we recommend that you remove the mattress before opening the storage space, as it can have a roll together effect on your mattress and damage the mattress. This is not considered a fault with the mattress

Warranty does not cover the following:

- Warranty is limited to sagging, crumbling and natural disintegration of only the mattress core and does not include damage of accessories and fabric such as tears, stains, colour fading, bleeding, soil, burns, pilling and bobbins on usage.
- Warranty does not cover depression of less than 15mm for mattresses up to thickness of 125mm or 37mm for mattresses above thickness of 125mm, under normal conditions of domestic use.
- Warranty is NOT valid if the original configuration of the product is changed.
- Warranty is valid only if proper care of the mattress is taken as per the use and care directions given herewith.
- Any transportation cost during the redressal process must be borne by the customer.
- Damages not specifically listed herein will not qualify for warranty benefits.
- The company's decision will be final on the nature of the defects and applicability of the warranty.

What is the next step in the warranty process?

- Contact Bedmat (Pty) Ltd by email at bedmat@bedmat.co.za or give us a call on 013 751 2248.
- Forward photographs/ video of the problem you are experiencing.
- We will require a copy of the original invoice issued on the purchase of the items.
- Bring the damaged item to the Plaston Warehouse.
- We will investigate and send the item in for repairs. We will supply a Queen Size loan mattress, should we need to send the item for repairs.
- An expected 2 to 3 weeks for the repair and return of the mattress to the Plaston Warehouse
- Please note we give a Service Warranty and not a guarantee.