

# SLUMBERWORLD

## WARRNAMBOOL

### Mattress Warranty Details

We understand that buying a new mattress is a significant investment, and it can sometimes be difficult to know whether you have made the right comfort choice. It can take a while to get used to the different level of comfort and support provided by your new mattress. Your new mattress may also feel a little different to the one you tried in store. The display mattresses have been tried and tested by customers over several months, resulting in the various foams and fabrics settling. We recommend that you sleep on your new mattress for 4-6 weeks to allow the comfort materials to respond to your unique body shape. If you are not experiencing the quality sleep you expect, then we're here to help. If, after sleeping on your new mattress for up to 12 weeks, you are not happy with the comfort feel you selected, you can opt to have this adjusted for a nominal fee. This is a more cost-effective and environmentally-friendly alternative to purchasing a new mattress. **A mattress warranty covers manufacturing faults, it is not a wear & tear warranty or an indication of the life expectancy of a mattress.**

- This warranty does not extend to faults caused by wilful or accidental abuse, misuse, neglect, normal wear and tear, or damage caused by transportation.
- Every effort will be made to undertake repairs with identical materials to those originally used. However, if identical materials are not available at the time of repair or replacement, Slumberworld Warrnambool reserves the right to substitute materials of equal quality. We are not required to match replacement fabric to the original fabric.
- The mattress warranty covers faults in the innerspring coils or side supports that are loose or protrude. Mattress fabrics that stretch or loosen or have a loose quilting thread does not impact on the functionality of the mattress and is not covered by warranty.
- Slumberworld Warrnambool reserves the right to refuse repair when, upon inspection, the bed is found to be in an unsanitary condition, or when the product failure is caused by factors other than faulty workmanship or materials. Use of a mattress protector is advisable at all times.
- An incorrect choice of mattress does not constitute a manufacturing fault. For example incorrect comfort choice. Any rectification to comfort levels will be at the expense of the purchaser and the discretion of Slumberworld Warrnambool.
- The use of a soft, sagging or non-supportive base or foundation with excessive gaps between slats, which in our opinion is not supportive, will not constitute a manufacturing fault.
- Slumberworld Warrnambool reserves the right to repair or replace either parts of the mattress or base or the entire mattress or base at its discretion.
- You must be able to provide us with satisfactory proof of purchase. The warranty is only valid to the original purchaser.
- Delivery and pick up costs for any mattress repair is not included in the warranty, this cost is the responsibility of the mattress owner.
- Although we at all times try to provide prompt service, we may not be able to repair and return the repaired goods overnight and it could take several days or longer in some cases before goods can be rectified. We are not required to supply a replacement mattress or base for the duration of the service.
- We reserve the right to invalidate the warranty when, upon inspection, the product failure is deemed to have been caused by factors other than faulty workmanship or materials.

Our guarantee may be a “warranty against defects” for the purposes of the Australian Consumer Law. Accordingly, this section sets out the information prescribed by the Australian Consumer Law. In particular, the following statement is included:

“Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure”.

Our guarantee is in addition to other rights and remedies you may have under a law in relation to the goods or services to which the guarantee relates. For the purposes of the Australian Consumer Law, the person giving you this guarantee is B & L Worrall Pty Ltd Trading as Slumberworld Warrnambool ABN 93 570 247 338.

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