



Joey Baby Mattress 2 Year Limited Warranty

Your new Joey Baby Mattress is covered by a 2 year limited warranty (the "Baby Mattress Warranty"), which gives you specific legal rights as covered below:

A. Products covered by this limited Baby Mattress Warranty

This limited Baby Mattress Warranty extends to Baby Mattresses manufactured by Joey Mattress Sdn. Bhd. ("Joey"), purchased directly from Joey. Baby Mattresses are designed to work on a flat surface that is structurally capable of supporting the weight of the Baby Mattress and user. This Baby Mattress Warranty does not cover your Product if you use it in a manner incompatible with that intended design.

B. Who this Baby Mattress Warranty extends to

This limited Baby Mattress Warranty extends to the original purchaser of any Joey Baby Mattress who is located in Malaysia. All Malaysian warranties, including any implied warranties, are valid only for the period of time the Baby Mattress is owned by the original purchaser of the Baby Mattress. The "original purchaser", for the purposes of this Baby Mattress Warranty, is the first purchaser of the Baby Mattress from Joey. Please retain a copy of your receipt as a proof of purchase. All Joey limited warranties are non-transferrable.

C. Joey's limited Baby Mattress Warranty and responsibilities

Joey warrants the Baby Mattress in its original packaging sold to you against the defects in material and workmanship set forth below ("Defects") for a period of 2 years from the time your Baby Mattress is purchased by you, when the Baby Mattress is used normally for its intended purposes in the home and on a flat surface that is structurally capable of supporting the weight of the Baby Mattress and user.

D. What this limited Baby Mattress Warranty covers

This limited Baby Mattress Warranty applies to the following Defects:

- Deterioration causing the Baby Mattress to have a visible indentation greater than 1 inch or 25 millimeter that is not associated with an indentation or sag which results from use of an improper supporting surface. Normal wear requires that a Baby Mattress be continuously supported by a flat surface that is structurally capable of supporting the weight of the Baby Mattress and user.
- Any physical flaw in the Baby Mattress that causes the foam material to split or crack, despite normal usage and proper handling.

This limited Baby Mattress Warranty does not cover the following:

- A normal increase in softness of the foam pressure-relieving material which does not affect the pressure-relieving qualities of the Baby Mattress.
- Comfort preference.
- Physical abuse or damage to the structure and/or cover material, including but not limited to burns, cuts, tears, liquid damage, or stains; provided, that the defect is caused by such abuse or damage.
- Any Baby Mattress (whether manufactured by Joey or not) sold by resellers who are not authorized retailers.
- Baby Mattresses sold "as-is", "preconditioned", "reconditioned", "used", "comfort return", "returned", "previously owned", or any other similar wording indicating that the Baby Mattress is not "new" or of "first quality", or has previously been purchased or used by another consumer.

E. Your responsibilities

In the event of a Defect and in order to get the benefits of this limited Baby Mattress Warranty, you must return your Baby Mattress to Joey and provide Joey with proof of the original date of purchase. The shipping costs required to return your Baby Mattress to our factory will be borne by you. The repair cost and redelivery cost to your home of the repaired Baby Mattress will be borne by us.

How to make a claim

If you believe that your product is defective, please email us on support@joeymattress.com or give us a call on 03-2935 0089. Please include the evidence of the Defect and order details when emailing or calling us to process this Warranty claim.