



Joey Foldable Mattress 2 Year Limited Warranty

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

A. Products covered by this limited Foldable Mattress Warranty

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

B. Who this Foldable Mattress Warranty extends to

This limited Foldable Mattress Warranty extends to the original purchaser of any Joey Foldable Mattress who is located in Malaysia. All Malaysian warranties, including any implied warranties, are valid only for the period of time the Foldable Mattress is owned by the original purchaser of the Foldable Mattress. The "original purchaser", for the purposes of this Foldable Mattress Warranty, is the first purchaser of the Foldable 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 Foldable Mattress Warranty and responsibilities

Joey warrants the Foldable 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 Foldable Mattress is purchased by you, when the Foldable 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 Foldable Mattress and user.

D. What this limited Foldable Mattress Warranty covers

This limited Foldable Mattress Warranty applies to the following Defects:

- Deterioration causing the Foldable 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 Foldable Mattress be continuously supported by a flat surface that is structurally capable of supporting the weight of the Foldable Mattress and user.
- Any physical flaw in the Foldable Mattress that causes the foam material to split or crack, despite normal usage and proper handling.

This limited Foldable 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 Foldable 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 Foldable Mattress (whether manufactured by Joey or not) sold by resellers who are not authorized retailers.
- Foldable Mattresses sold "as-is", "preconditioned", "reconditioned", "used", "comfort return", "returned", "previously owned", or any other similar wording indicating that the Foldable 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 Foldable Mattress Warranty, you must return your Foldable Mattress to Joey and provide Joey with proof of the original date of purchase. The shipping costs required to return your Foldable Mattress to our factory will be borne by you. The repair cost and redelivery cost to your home of the repaired Foldable 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.