



Joey Mattress Topper 2 Year Limited Warranty

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

A. Products covered by this limited topper Warranty

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

B. Who this Mattress Topper Warranty extends to

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

Joey warrants the Mattress Topper 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 Mattress Topper is purchased by you, when the Mattress Topper is used normally for its intended purposes in the home and on a mattress that is the same size as and structurally capable of supporting the weight of the Mattress Topper and user(s).

D. What this limited mattress Warranty covers

This limited Mattress Topper Warranty applies to the following Defects:

- Deterioration causing the Mattress Topper 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 or unsupportive mattress, foundation or bed base. Normal wear requires that a Mattress Topper be continuously supported by a matching mattress on top of a proper foundation, bed base or bed frame sufficient to support the collective weight of the Mattress Topper, the mattress and user.
- Any physical flaw in the Mattress Topper that causes the foam material to split or crack, despite normal usage and proper handling.

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