



Joey Bedsheet Set 1-Year Limited Warranty

Your new Joey Bedsheet Set is covered by a 1-year Limited Warranty (the "Bedsheet Set Warranty"). We will replace/refund major failures and compensate you for any other reasonably foreseeable loss/damage. You are also entitled to have your Bedsheet Set repaired/replaced if the Bedsheet Set fails to be of acceptable quality, and the failure does not amount to a major failure.

A. Products covered by this limited Bedsheet Set Warranty

This limited Bedsheet Set Warranty extends to Bedsheet Sets manufactured by Joey Mattress Sdn. Bhd. ("Joey"), and that are purchased directly from Joey. This Bedsheet Set Warranty does not cover your Bedsheet Set if you use it in a manner incompatible with the intended use, or if it is not opened, installed, and cleaned in accordance with the care and use instructions included with the product.

B. Who this Bedsheet Set Warranty extends to

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

C. Joey's limited Bedsheet Set Warranty and responsibilities

Joey warrants the Bedsheet Set in their original packaging sold to you against the defects in material and workmanship set forth below ("Defects") for a period of 1 year from the time your Bedsheet Set is purchased by you when the Bedsheet Set is used normally for their intended purposes.

D. What this limited Bedsheet Set Warranty covers

The Defects that this limited Bedsheet Set Warranty covers include:

- Physical damage
- Major blemishes
- Major flaws
- Manufacturing defects due to faulty workmanship or materials

This warranty is valid only when the product is used for its intended purpose, under conditions of normal use and proper handling.

All products must also be opened, installed, and cleaned in accordance with the care instructions for the Bedsheet Set Warranty to apply.

This limited Bedsheet Set Warranty does not cover the following:

- Change in comfort or size preference
- Normal wear and tear, including small amounts of pilling, fading, stains and discolouration, and softening in the product that does not affect performance
- Slight variations in colours, small knots or spotty inclusions, or other imperfections in materials used (for example, if there is one bamboo strand that's deeper in colour than the rest of the Bedsheet Set)
- Damage caused by improper use, cleaning, maintenance, treatment, storage, transportation or are otherwise caused by your acts and/or admissions
- Damage caused by alterations or modifications, tampering, cutting, or where the product is used in an abnormal manner and not for its intended purpose
- Individual or personalised allergies and sensitivities. We highly suggest you try the Bedsheet Set out and if you find that there are allergic reactions, you can send it back to us within the 99-nights trial period!

- Stains, dampness, mould, burns, wetness, or liquid damage resulting from use by customer and defects that are caused by such abuse or damage
- Defects in products sold “as is”, “refurbished”, “preconditioned”, “reconditioned”, “used”, “comfort return”, “returned”, “previously owned”, or any other similar wording indicating that the Bedsheet Set is not “new” or of “first quality”, or has been previously purchased or used by another consumer
- Any Defects in products which was brought to your attention when you purchased the product
- Damage incurred by transportation after initial delivery, during subsequent deliveries
- Product that is sold by unauthorised retailers or product that is in any way sold as “used” or any other similar wording indicating the product is not “new”
- Products used for commercial purposes

If the following circumstances are discovered upon the inspection of the returned Bedsheet Set with Defects, it will void the warranty:

- Unsanitary condition of the Bedsheet Set (Caused by excessive bodily fluids)
- Physical abuse or damage to the Bedsheet Set
- Damages due to failed attempts at cleaning the Bedsheet Set in an inappropriate manner
- Improper storage of the Bedsheet Set
- Improper location of use

In the event of a Defect, Joey's sole and exclusive liability and your sole remedy under this limited Bedsheet Set Warranty will be, at Joey's option, to provide a replacement Bedsheet Set, subject to your fulfilment of "Your Responsibilities" below.

E. Your responsibilities

In the event of a Defect and in order to get the benefits of this limited Bedsheet Set Warranty, you must return your Bedsheet Set to Joey and provide Joey with proof of purchase.

The customer will bear the shipping cost to return the Bedsheet Set to us, and the shipping cost to send the repaired item back to you will be paid for by us.

How to make a claim:

If you believe that your product is defective, please email us at support@joeymattress.com or give us a call on 03-2395 9978. Please include the evidence of the Defect and order details when emailing or calling us to process this Warranty claim.