



Joey Blanket 1-Year Limited Warranty

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

A. Products covered by this limited Blanket Warranty

This limited Blanket Warranty extends to the Blanket manufactured by Joey Mattress Sdn. Bhd. ("Joey"), and that are purchased directly from Joey. This Blanket Warranty does not cover your Blanket 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 Blanket Warranty extends to

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

C. Joey's limited Blanket Warranty and responsibilities

Joey warrants the Blanket 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 Blanket is purchased by you when the Blanket is used normally for its intended purposes.

D. What this limited Blanket Warranty covers

This limited Blanket Warranty applies to the following Defects:

- Physical damage
- Major blemishes
- Major flaws
- Manufacturing defects due to faulty workmanship or materials (fabric ripping, fraying or pilling, seam splitting or tearing, or other product failures)

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 and use instructions included with the product in order for the Blanket Warranty to apply.

This limited Blanket Warranty does not cover the following:

- A normal decrease in the fluffiness of the filling after long-term use
- 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 polyester strand that's deeper in colour than the rest of the Blanket)
- 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 Blanket 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 blanket 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 Blanket with Defects, it will void the warranty:

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

In the event of a Defect, Joey’s sole and exclusive liability and your sole remedy under this limited Blanket Warranty will be, at Joey’s option, to provide a replacement Blanket, 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 Blanket Warranty, you must return your Blanket to Joey and provide Joey with proof of the original date of purchase.

The shipping cost to return the Blanket to us will be borne by you, whereas 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.