



## Joey Mattress 10 Year Limited Warranty

Your new Joey mattress is covered by a 10 year limited warranty (the "mattress Warranty"), which gives you specific legal rights as covered below:

### A. Products covered by this limited mattress Warranty

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

### B. Who this mattress Warranty extends to

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

Joey warrants the Mattress in its original packaging sold to you against the defects in material and workmanship set forth below ("Defects") for a period of 10 years from the time your Mattress is purchased by you, when the Mattress is used normally for its intended purposes and on a bed base that is structurally capable of supporting the weight of the mattress and its user(s).

## D. What this limited mattress Warranty covers

This limited mattress Warranty applies to the following Defects:

- Deterioration causing the mattress to have a visible indentation greater than 1.5 inch or 38 millimeter that is not associated with an indentation or sag which results from use of an improper or unsupportive foundation or adjustable bed base. Normal wear requires that a mattress be continuously supported by a matching foundation or adjustable bed base with a proper bed frame sufficient to support the collective weight of the mattress and foundation.
- Any physical flaw in the mattress that causes the foam material to split or crack, despite normal usage and proper handling.

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