



## Joey Mattress Protector 1 Year Limited Warranty

Your new Joey Mattress Protector is covered by a 1 year limited Warranty (the "Protector Warranty"). We take extreme care to make sure that your product is perfectly snooze-worthy when it reaches you, but some Protectors might have minor defects, and we want to make sure you are fairly taken care of if that happens. Be confident in knowing that we'll be quick to repair or replace any defects in material or workmanship as set out below.

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

This limited Protector Warranty extends to Protector manufactured by Joey Mattress Sdn. Bhd. ("Joey"), and that are purchased directly from Joey. This Protector Warranty does not cover your Protector if you use it in a manner incompatible with the intended use.

### B. Who this Protector Warranty extends to

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

Joey warrants the Protector in its 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 Protector is purchased by you, when the Protector is used normally for its intended purposes.

## D. What this limited Protector Warranty covers

This limited Protector Warranty applies to Defects due to faulty workmanship or materials, subject to the limitations described in this Warranty. You must make a claim within five (5) days of damage and have followed all the laundering instructions on the care label. You must also show that the mattress was completely covered by the mattress protector when the stain occurred.

This limited Protector Warranty does not cover the following:

- Damage caused by improper use, cleaning, maintenance, treatment, storage, transportation or are otherwise caused by your acts and / or admissions. Stains are not covered in this Warranty. In fact, stains will void your Warranty.
- Failure to follow care instructions by
  - i. Drying on high heat and/or without other towels or bedding
  - ii. using bleach or bleach detergent
  - iii. dry cleaning iv. ironing
- Normal wear and tear, including rips, tears, or normal soiling
- Stains or damages caused by or related to
  - i. inks, nail polish, cosmetics, bleach, grease (both food/non-food related), corrosive, alcohol, dyes, or solvents
  - ii. burns or fire, natural disaster, flood, theft, vandalism, or any other loss
  - iii. structural problems or any appliance/mattress malfunctions
  - iv. more than 900 ml of liquids
- Mattresses not correctly fitted with the mattress protector
- Products/protectors used for commercial, institutional, or rental purposes
- Defects in products sold "as is", "refurbished", "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 been previously purchased or used by another consumer. In the event of a Defect, Joey's sole and exclusive liability and your sole remedy under this limited Protector Warranty will be, at Joey's option, to

provide a replacement Protector, 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 Protector Warranty, you must return your Protector to Joey and provide Joey with proof of the original date of purchase. The shipping cost to return the Protector 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 on [support@joeymattress.com](mailto: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.