



## Joey Pillow 2 Year Limited Warranty

Your new Joey Pillow is covered by a 2-year limited Warranty (the "pillow Warranty"). We take extreme care to make sure that your product is perfectly snooze-worthy when it reaches you, but we some pillows 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 will be quick to repair or replace any defects in material or workmanship as set out below.

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

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

### B. Who this pillow Warranty extends to

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

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

## D. What this limited pillow Warranty covers

This limited pillow Warranty applies to defects due to faulty workmanship or materials, subject to the limitations described in this Warranty. The Defects include:

- Severe softening or deterioration of the pillow core, not associated with the Joey Pillow Warranty exclusions stated below
- Any other physical flaw or manufacturing defect in the material or workmanship of the product, when used normally for its intended purposes

This limited pillow Warranty does not cover the following:

- Change in comfort preference
- Normal wear and tear, including pilling, fading, stains and discolouration, and softening in the product that does not affect performance
- 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
- Products used for commercial 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 pillow Warranty will be, at Joey's option, to provide a replacement pillow, 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 pillow Warranty, you must return your pillow to Joey and provide Joey with proof of the original date of purchase. The shipping cost to return the Pillow 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.