



## 5 YEAR MATTRESS REPLACEMENT & CLEANING GUARANTEE

### KEEP THIS IN A SAFE PLACE

If the Protector was purchased together with a new mattress for household use and both items are shown on the same sales receipt, Snugfit Australia Pty Ltd will guarantee the mattress sleep surface (only) against staining for 5 years from the date of purchase.

Should the mattress sleep surface stain while properly covered by the Protector, Snugfit Australia Pty Ltd will have the mattress professionally cleaned.

The mattress will need to have been covered by the Protector at the time the spillage occurred.

The mattress and Protector needs to be purchased from a Snugfit Australia Pty Ltd authorized PROTECT·A·BED® retailer and have a manufacturer's warranty on the mattress still in effect. The care conditions must be met during the applicable period.

The warranty does not include the sides of the mattress, the foundation, base, carpet, bed frame, bedding or other associated items. This warranty applies to Protectors and mattresses supplied in fulfilment of this Warranty only for the balance of the warranty period from the Date of Purchase of the original Products.

The guarantee is not applicable for latex or foam mattresses as it is not recommended that they be cleaned as any steam or water will be absorbed into the mattress. In this situation a sanitizing process only will be undertaken by a professional cleaner.

Snugfit Australia Pty Ltd reserves the right to decide, in the case of a validated claim, whether to have the mattress professionally cleaned or to replace the surface fabric. Subject to all Care Conditions being fulfilled, Snugfit Australia Pty Ltd may, at its sole discretion, replace the stained mattress with a mattress of comparable quality.

Liquid stains are covered by the warranty save those corrosive type liquids below  
THESE WARRANTIES DO NOT COVER OR APPLY TO:

Normal wear and tear, normal soiling from everyday use, odours, damage from cigarettes and other hot or foreign objects, damage by pets or other animals or insects, damage from stretching or ripping, damage from stains caused by inks, nail polish, cosmetics, bleach, non-food related grease, corrosives, alcohol, dyes, solvents, or mishandling abuse.



## HOW TO MAKE A CLAIM

To register a claim you must

1. **Contact Snugfit Australia Pty Ltd on 1300 857 123 or New Zealand on 0800 722 000, within three (3) days of the incident.**
2. The operator will require information as to the defect of the protector.
3. The original purchase receipt for the protector, as applicable, must be retained and provided to validate these guarantees.
4. The protector on request is to be sent to Snugfit Australia Pty Ltd for inspection and testing.
5. Snugfit Australia Pty Ltd will bear the cost of the transport of the product.
6. Snugfit Australia Pty Ltd will arrange for the protector to be replaced at no cost to you.
7. Once the replacement is made, Snugfit Australia Pty Ltd becomes the owner of the original protector .

**Under the mattress clean or replacement warranty Snugfit Australia Pty Ltd will**

1. Arrange for the mattress to be cleaned or repaired by a cleaning professional at no cost to you.
2. Should the cleaner be unable to clean or repair the stained mattress Snugfit Australia Pty Ltd will replace the mattress at no cost to you.
  - a. In this case Snugfit Australia Pty Ltd's liability is a maximum of the original purchase price of the mattress or the mattress replacement cost, whichever is less.
  - b. Once the replacement is made, Snugfit Australia Pty Ltd becomes the owner of the original mattress.
  - c. The new mattress is not eligible for further coverage under the current warranty, and Snugfit Australia Pty Ltd's obligation under this guarantee is deemed to be complete and the guarantee ceases.

**The guarantee ceases immediately if the protector has not been used to protect the mattress.**

## GENERAL TERMS AND CONDITIONS OF THESE GUARANTEES.

1. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure.
2. The benefits provided to you by the Guarantees are in addition to other rights and remedies available to you under the law.
3. Snugfit Australia Pty Ltd nor its distributors or 'on-sellers' make any express warranties or representations other than set out in these Guarantees.