



## **10 YEAR MATTRESS PROTECTOR & STAIN PROTECTION MATTRESS GUARANTEE**

### **KEEP THIS IN A SAFE PLACE**

Snugfit Australia Pty Ltd (Snugfit) created the first breathable and waterproof mattress protector nearly forty years ago and has been setting the standard ever since. In the unlikely event that the product does not meet our high standards, Snugfit will guarantee to the original purchaser to repair the product against faulty workmanship for a period up to 10 years.

If the Protector was purchased together with a new mattress for household use and both items are shown on the same sales receipt, Snugfit will also guarantee the mattress (sleep surface only) remains stain fresh or we will clean and sanitise the mattress for the period of 10 years.

In order to make a claim on these guarantees you must retain and present the original purchase receipt for validation.

### **Rights under the Australian Consumer Law**

The benefits we offer under this guarantee as set out in this document are in addition to any other rights and remedies you may have under the law.

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.

### **Rights under this Guarantee**

Should the mattress sleep surface stain while properly covered by the Protector, Snugfit will have the protector and mattress inspected by a cleaning technician and if deemed to be the result of a faulty mattress protector due to workmanship or materials, will professionally clean and sanitise the mattress rendering any stains harmless or at Snugfit's discretion, replace the sleep surface or mattress at no cost to you the purchaser.

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 authorized PROTECT-A-BED® retailer and have a manufacturer's warranty on the mattress still in effect. The protector's care conditions must have been met during the applicable period.

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 cleaning technician.

Snugfit Australia Pty Ltd nor its distributors or 'on-sellers' do not make any express warranties or representations other than set out in these Guarantees

**THIS MATTRESS AND PROTECTOR WARRANTY IS VOID IF ANY ATTEMPT IS MADE TO CLEAN THE MATTRESS OTHER THAN BY WIPING AWAY THE MATERIAL SOILING THE MATTRESS AND/OR CARE INSTRUCTIONS HAVE NOT BEEN MET including recommended washing with other linens at least once per month.**



## How to Make A Claim

To register a claim you must :

1. **Notify the Snugfit Service Centre by email on [service@protectabed.com.au](mailto:service@protectabed.com.au) or phone in Australia on 1300 857 123 or New Zealand on 0800 722 000, within three (3) days of the incident.**
2. Provide us with details of your full name and address and information regarding the defect.
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 - Snugfit will bear the cost of the transport of the product.
5. Snugfit will arrange for the protector to be replaced at no cost to you.
6. Once the replacement is made, Snugfit becomes the owner of the original protector.

**Under the mattress protection warranty Snugfit Australia Pty Ltd will :**

1. At no cost to you, arrange for the mattress to be inspected by a cleaning technician and the stain to be cleaned and sanitised, neutralising odours and rendering the stain fresh for continued use
2. Should in the opinion of the cleaning technician the mattress is unable to be sanitized and rendered Stain Fresh, Snugfit will at its discretion and at no cost to you.
  - a. Replace the sleep surface which may require the mattress to be shipped to the manufacturer for repair at no cost to you or replace the mattress. In this case Snugfit '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 becomes the owner of the original mattress.
  - c. One time mattress replacement only. 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.

## Additional Terms

**This guarantee does NOT cover:**

- Mattresses purchased as display/floor-stock or seconds.
- Damage caused by abuse, misuse, or negligence, including damage caused by incorrectly washing/drying at high temperatures.
- Stains on the mattress protector - Protectors are designed to absorb stains and keep the mattress sleeping surface free from stains. Most stains on the protector should readily wash out when the wash and care instructions are followed (see the sew in label attached to mattress protector) .
- Damage to 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.
- Damage caused by corrosive type liquids such as inks, nail polish, cosmetics, bleach, non-food related grease, corrosives, alcohol, dyes, and solvent liquids
- 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 sharp objects, stretching or ripping.