

# PROTECT-A-BED®

**WIN A FREE PROTECT-A-BED® PRODUCT BY REGISTERING YOUR WARRANTY ONLINE & ENTER OUR MONTHLY DRAW! ALTERNATIVELY, RETURN THIS FORM.**

## REGISTERING YOUR WARRANTY ONLINE

Log on to [www.protectabed.com.au](http://www.protectabed.com.au)

On the top of the screen click 'Register Warranty'

Fill out the required information and you should get an email verifying that your warranty has been received. Alternatively, fill out the form below and mail it back to us.

## GUARANTEE REGISTRATION FORM

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

STATE: \_\_\_\_\_ POSTCODE: \_\_\_\_\_

TEL: (\_\_\_\_) \_\_\_\_\_ MOBILE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

## THE FOLLOWING INFORMATION IS IMPORTANT FOR YOUR GUARANTEE. PLEASE ENSURE IT IS COMPLETED.

Product Purchased:  Mattress Protector  Base Protector  Pillow Protector

Quilt Protector  Drawsheet

Other: \_\_\_\_\_

Fabric Type:  Polyester  Cotton Terry  Cotton Quilted  Tencel  Bamboo

Allerzip  Cooling  Wool  Other: \_\_\_\_\_

1. Mattress Size: \_\_\_\_\_

2. Intended use for protector:

Home  Hotel/Motel/Guest House

Adult's Bed  Allergy and dustmite protection

Child's Bed  Incontinent Use/Bedwetting

3. Purchased from: \_\_\_\_\_

Dealer's Address: \_\_\_\_\_

## THE FOLLOWING INFORMATION IS USEFUL BUT NOT ESSENTIAL

4. How did you find out about Protect-A-Bed®?

Doctor's recommendation  TV  In Store

Word of Mouth  Online

Magazine Advert  Other: \_\_\_\_\_

Number of Adult's in home: \_\_\_\_\_ Children: \_\_\_\_\_

User's age:  0-5  6-12  13-21  22-55  56+

Have you ever purchased a Protect-A-Bed® product before?

Yes  No

Date: \_\_\_\_\_ Additional Comments: \_\_\_\_\_

Protect-A-Bed® respects your privacy. No information provided will ever be sold or given to another party.

Please tick this box should you not wish to receive further product offers and

information. This may also exclude you from any future prize draws.

PAB511

## 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). However a stain on the mattress protector is not deemed a fault.
- 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.
- Stains or damage caused by incidents that the protector could not have been reasonably expected to protect against, including: natural disaster, fire, fire damage, damage caused in the commission of a crime, burst pipes, etc.
- Stains or damage to the mattress not resulting from the failure of the protector.
- Stains or damage that result from using a protector when it is known to be damaged or defective.
- Stains or damage that occur while the mattress is in transit, being relocated (including within your home) or being turned.
- Stains or damage to a mattress that has been exposed directly or indirectly to the elements (sun, rain, etc.)
- Stains or damage to protectors or mattresses used for rental or commercial purposes. The protector and mattress warranties only apply to protectors and/or mattresses that you have purchased for personal, domestic or household use. Protectors used for rental or commercial purposes come with a standard 1 year manufacturer's warranty.
- Pillows, cots and quilts.
- Unidentifiable or unexplainable stains or damage.
- Subject to change.

# PROTECT-A-BED®



# 3 YEAR

## MATTRESS REPLACEMENT GUARANTEE

Sleep Corp Pty Ltd / Bed Protection Australia Pty Ltd

## PRODUCT GUARANTEE

Sleep Corp Pty Ltd (previously known as Snugfit Australia) 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, Sleep Corp will guarantee to the original purchaser to repair or replace the product against faulty workmanship for a period of up to three years.

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

## RIGHTS UNDER AUSTRALIAN AND NEW ZEALAND 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 either Australian or New Zealand 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.*

## PLATINUM GUARANTEE

If the Protector was purchased together with a new mattress for household use and both items are **shown on the same sales receipt**, Sleep Corp will also guarantee the mattress (sleep surface only) remains stain fresh by providing a once only clean/sanitisation and/or a repair/replacement within the 3 year period.

Should the mattress sleep surface stain while properly covered by the Protector, Sleep Corp 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 Sleep Corp'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 Sleep Corp 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.

It is not recommended that latex or foam mattresses be cleaned as any steam or water will be absorbed into the mattress. In this situation only a sanitizing process will be undertaken by a cleaning technician.

Sleep Corp 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 Sleep Corp Service Centre by emailing [clientservices@sleepcorp.com.au](mailto:clientservices@sleepcorp.com.au) or phone 1300 857 123 (if in Australia) or by email on [protectabed@cwl.co.nz](mailto:protectabed@cwl.co.nz) or phone on 0800 722 000 (if in New Zealand) within three (3) days of the incident. Stains older than 3 days are not easily removed and may affect your guarantee.
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 Sleep Corp Pty Ltd for inspection and testing – Sleep Corp will bear the cost of the transport of the product.
5. Sleep Corp will arrange for the protector to be replaced at no cost to you.
6. Once the replacement is made, Sleep Corp becomes the owner of the original protector.

Under the PLATINUM mattress protection warranty Sleep Corp 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. If any issues remain after the cleaning process you must contact Sleep Corp within two days.
2. Should in the opinion of the cleaning technician the mattress is unable to be sanitized and rendered Stain Fresh, Sleep Corp 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 or replace the mattress. In this case Sleep Corp'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, Sleep Corp becomes the owner of the original mattress.
  - c) If the identical materials are not available at the time of repair or replacement Sleep Corp reserves the right to substitute the materials or mattress with ones of comparable quality.
  - d) One time mattress replacement only. The new mattress is not eligible for further coverage under the current warranty, and Sleep Corp Pty Ltd's obligation under this guarantee is deemed to be complete and the guarantee ceases.

PLACE  
POSTAGE  
STAMP  
HERE

SLEEP CORP PTY LTD  
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VIC AUSTRALIA