

WARRANTIES FOR MATTRESSES

Easysleep Pty Ltd Mattresses will correspond with its specifications at the time of delivery and will be free from defects in material and workmanship for the following periods:

- HG Foam with Copper Gel: 10 years.
- Opulence Foam with Copper Gel: 10 years.
- Gold: 5 years.
- Sidebar: 5 years.
- 100% Natural Latex: 10 years.

Easysleep Pty Ltd is setting the standard for quality. However, in the unlikely event that a product fails to meet our highest standards, we at Easysleep Pty Ltd will repair or replace it against faulty materials and workmanship for the period stated at our discretion.

HOWEVER, we cannot return any mattress to a supplier if it is stained or unsanitary in any way, in which case the warranties above do not apply.

Easysleep offers a guarantee which is only for the benefit of the original purchaser of the product and is non-transferable. The original purchase invoice must be produced prior to any warranty claim.

For the duration of the guarantee:

Easysleep Pty Ltd will repair or replace, without charge to the original purchaser, any manufacturing faults (as defined). We reserve the right to refuse service when the product is found on inspection to be in an unsanitary condition or when product failure is due to causes other than defective workmanship or materials.

Transport & inspection charges:

Easysleep Pty Ltd reserves the right to charge an up-front call out fee prior to the inspection taking place at any stage during the life of the mattress and or bed base or bases. This fee will be refunded should a manufacturing fault be discovered during the warranty period. Easysleep will not pay for any freight under any circumstances.

Availability of identical materials:

If identical materials are unavailable at the time of repair, we reserve the right to use materials of equal quality.

This warranty does not cover:

- The mattress upon manufacturer's inspection is found to be in an unsanitary condition.
- The purchaser does not give the manufacturer notice of the defect within 30 days of its discovery.
- The original purchaser sells, leases or otherwise parts with possession of the product.
- The mattress cover is damaged in any way by cleaning using anything but the recommended materials.
- The product failure is due to standing or jumping on the mattress.
- The product failure is due to mishandling in transportation after the initial delivery.
- Comfort choice (We manufacture an extensive range of ensembles, therefore comfort related complaints do not constitute a manufacturing fault).
- All mattresses will exhibit body signatures as the mattress upholstery conforms to your body to provide cushioning and comfort. This is not a structural defect and is not covered by this guarantee. Body signatures up to 32mm on a Natural Latex mattress and up to 42mm on a Gel Fusion mattress is considered a normal occurrence.
- The original invoice as proof of purchase is not produced when the warranty claim is made.

Important Information:

- It is important that you rotate your mattress once a month to achieve the maximum number of years of life.
- Do not place your mattress near open flames or expose it to fire. Do not smoke in bed.



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Easysleep Pty. Ltd.

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1. EXCLUSIONS

This warranty does not include reimbursement for inconvenience, removal, installation, set up, loss of use, certain shipping, delivery damage or any other cost not expressly covered in this warranty

This warranty does not apply to:

- Wear and tear to mattresses and or other goods due to mattress use
- Damage resulting from misuse, incorrect use or abuse of goods
- Damage caused by the repairs or parts replacement by anyone but us
- The recommended weight restrictions are exceeded
- Use in an environment or commercial setting for which the bed base was not intended
- Damage or loss from storm, flooding, fire, cyclone or earthquake

WARRANTIES FOR EASY SLEEP BRANDED MILLENNIUM BED BASES

- Easysleep Pty Ltd (Easysleep/us/our/we) give the following warranty (our warranty) which is ongoing for the purchase of Millennium adjustable bed frames, after this warranty is issued to you.
- Our Warranty is provided to the original purchaser of our goods only and cannot be assigned. Original purchase invoice must be produced.
- An original purchaser includes the distributor and/or manufacturer that purchases a product from us and the first original customer of that distributor.
- 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 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 the failure does not amount to a major failure.
- Easysleep's Millennium Series 10 year warranty only applies when used in conjunction with an Easysleep mattress. The use of a mattress not manufactured by Easysleep will void your warranty.

We guarantee that our goods are:

- Acceptable quality
- Fit for purpose
- Accurate in description
- Matched to sample and/or demonstrator models
- Inclusive of express warranties
- Have clear title
- Have undisturbed possession
- Free from hidden securities
- Spare parts and repair facilities are accessible
- The benefits under our warranty are in addition to other rights and remedies under law in relation to the goods.

2. MILLENNIUM ADJUSTABLE BED FRAME AND BASE WARRANTY.

The Millennium adjustable frame and bed base has a TEN-YEAR Limited Warranty from the original purchase date. Easysleep will repair or replace any frame or base part that is found to be defective by the original purchaser.

3. MILLENNIUM ADJUSTABLE BED FRAME AND BASE MOTOR AND TRANSFORMER WARRANTY


The Millennium adjustable bed base motors and transformers have a TEN -YEAR full replacement Warranty from the date of the original purchase on both parts and labour. We will repair or replace any part that is found to be defective by the original purchaser.

4. MILLENNIUM ADJUSTABLE BED FRAME AND BASE REMOTE-CONTROL WARRANTY

The wireless or wired remote control for use with the standard adjustable bed base is covered by a TWO-YEAR replacement warranty

5. COST RELATING TO CLAIM

Liability of Easysleep is limited to the repair or replacement of the defective part or parts ONLY. The purchaser is responsible for all service, installation and transportation costs. Any transportation costs will be at the customers expense unless otherwise stated.



6. HOW TO MAKE A CLAIM

Any defect or problem must be reported to Easysleep in writing to Easysleep Pty Ltd 1/156 Aumuller Street, Bungalow, Cairns 4870, within Seven Days after the occurrence. Easysleep will provide a time frame for repair or replacement to you within 72 hours of receipt of your claim.

Easysleep Pty Ltd is setting the standard for quality. However, in the unlikely event that a product fails to meet our highest standards we at Easysleep Pty Ltd will repair or replace against faulty materials and workmanship for the period stated at our discretion.

Easysleep offers a guarantee which is only for the benefit of the original purchaser of the product and is non-transferable. The original purchase invoice must be produced prior to any warranty claim.

For the duration of the guarantee, Easysleep Pty Ltd will repair or replace without charge to the original purchaser, any manufacturing faults (as defined). We reserve the right to refuse service when the product is found on inspection to be in an unsanitary condition or when product failure is due to causes other than defective workmanship or materials.

Transport & inspection charges:

The Easysleep Pty Ltd reserves the right to charge an up-front call out fee prior to the inspection taking place at any stage during the life of the mattress and or bed base or bases. This fee will be refunded should a manufacturing fault be discovered with the warranty period. Easysleep will not pay for any freight under any circumstances.

Availability of identical materials:

If identical materials are not available at the time of repair, we reserve the right to use materials of equal quality.

This warranty does not cover:

- The bases, upon manufacturer's inspection, is found to be in an unsanitary condition.
- The product failure is due to causes other than defective workmanship or materials. Bent or broken castors or legs, loose T-nuts inside the base caused by castor legs not having been kept sufficiently tight.
- The purchaser does not give the manufacturer notice of the defect within 30 days of its discovery.
- The original purchaser sells leases or otherwise parts with possession of the product.
- The product failure is due to standing or jumping on the mattress and or base/ bases which puts excessive strain on the components and can damage to the mattress, frame, electrical and mechanical components and foundation.
- The product failure is due to the mattress and or bases/ bases being stored on its side or with items placed on top of it.
- The product failure is due to mishandling in transportation after the initial delivery.
- The original invoice as proof of purchase is not produced when the warranty claim is made.

The bed base cannot be lifted by using the retaining bar at the foot of the bed which is intended to retain the mattress only and not for lifting or moving the bed at any time.

You must not sit on the neck or foot of the bed when it is raised or raising.

The Millennium series is not rated to support weights exceeding 320kgs, inclusive of mattress, bedding and user.

The base will structurally support this weight provided it is distributed evenly across the bed base.

The neck, head and foot sections are not designed to lift this amount on their own and doing so will void the warranty.

7. EXCLUSIONS

This warranty does not include reimbursement for inconvenience, removal, installation, set up, loss of use, certain shipping, delivery damage or any other cost not expressly covered in this warranty.

This warranty does not apply to:

- Damage resulting from misuse, incorrect use or abuse of goods.
- If the goods have been mishandled (including shipping), subject to physical abuse or an improper power supply or otherwise operated in a manner that is inconsistent with our product manual and instructions.
- Batteries, damage and misuse of the remote control (including wear and tear to the remote control).
- The modification of a bed or other product without the prior written consent of Easysleep.
- Costs of unauthorised service calls for the purpose of educating the consumer about the bed, mechanism, products or locating functioning power outlets.
- The recommended weight restrictions/ lift capacity are exceeded.
- Use in an environment or commercial setting for which the bed base was not intended they are intended for domestic use only.
- Damage or loss from storm, flooding, fire, cyclone force majeure or earthquake.
- Damage or loss caused by electrical issues, including power surges, spike or dips, or incorrect or fluctuations in voltage or current where the product was not connected to a certified surge protector power board at the time of the electrical issue.

You must ensure you use an independent surge protector power board on each bed base, failure to do so will void your warranty in respect to the electric componentry of the Millennium Series Electric Adjustable Bed.

WARRANTY FOR FLEXIREST ADJUSTABLE BED BASE PRODUCTS

IMPORTANT – You must ensure you use a Surge Protector Power Board, failure to do so will void your warranty in respect of the electric componentry of our products.

1. Flexirest Pty Ltd (Flexirest/us/our/we/motion adjustable bases) give the following warranty (Our Warranty) which is ongoing for all transactions with Flexirest, for the purchase of Adjustable bed frames and bases and Lift adjustable bed frames and bases, after this warranty is issued to you.
2. Our Warranty is provided to the original purchaser of our goods only and cannot be assigned.
3. An original purchaser includes the distributor and/or manufacturer that purchases a product from us and the first original customer of that distributor.
4. Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled to cancel your service contract with us; and to a refund of the unused portion, or to compensation for its reduced value. You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the good and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

5. WE GUARANTEE THAT OUR GOODS ARE:

1. Acceptable quality;
2. Fit for purpose;
3. Accurate in description;
4. Matched or similar to sample and/or demonstration models;
5. Inclusive of express warranties;
6. Have clear title;
7. Have undisturbed possession;
8. Free from hidden securities; and
9. Spare parts and repair facilities are accessible.

6. THE BENEFITS UNDER OUR WARRANTY are in addition to other rights and remedies under a law in relation to the goods.

7. ADJUSTABLE BED FRAME AND BASE WARRANTY

The adjustable frame and bed base has a **ten-year** or **five-year** limited Warranty from the original purchase date. Flexirest will repair or replace any frame or base part that is found to be defective by the original purchaser.

Five-Year is applicable for Motion adjustable base models.

8. ADJUSTABLE BED FRAME AND BASE MOTOR AND TRANSFORMER WARRANTY

The adjustable bed base motors and transformers have a **ten-year** or **five-year** full replacement Warranty from the date of the original purchase on both parts and labour. We will repair or replace any part that is found to be defective by the original purchaser. Five-Year is applicable for Motion adjustable base models.

9. ADJUSTABLE BED FRAME AND BASE REMOTE-CONTROL WARRANTY

The wireless or wired remote control for use with the adjustable bed base is covered by a **two-year** replacement warranty.

10. LIFT ADJUSTABLE BED FRAME AND BASE MOTOR AND TRANSFORMER WARRANTY

The Lift adjustable bed base frames, motors and transformers have a **five-year** or **three-year** full replacement Warranty from the date of the original purchase on both parts and labour. We will repair or replace any part that is found to be defective by the original purchaser. *Three-year is applicable for Motion adjustable base models.*

11. LIFT ADJUSTABLE BED REMOTE CONTROL WARRANTY

The wireless or wired remote control for use with the Lift adjustable bed is covered by a **one-year** replacement warranty.

12. MESSAGE MOTORS WARRANTY

All massage motors for all models have a **three-year** replacement warranty.

13. NON-ADJUSTABLE BED FRAMES

Bed Frames and Bed Heads supplied with adjustable bases by Flexirest, or Motion have a **three-year** limited warranty. Weight limit for bed frames is 300kg. Warranty void if 300kg is exceeded.

14. COSTS RELATING TO CLAIM

The liability of Flexirest is limited to the repair or replacement of the defective part or parts only. With the purchaser responsible for all service, installation, and transportation costs, unless otherwise stated. Any transportation costs beyond 200km of the registered business address for Flexirest will be at the customers' expense.

15. HOW TO MAKE A CLAIM

Any defect or problem must be reported to Flexirest in writing to the address below within 7 days after its occurrence. Flexirest will provide a time frame for repair or replacement to you within 7 work days of receipt of your claim.

PO Box 1974, Buderim QLD 4556. Ph: 04 9166 9313, email: admin@flexirest.com

16. EXCLUSIONS

This Warranty does not include reimbursement for inconvenience, removal, installation, set up, loss of use, certain shipping, delivery damage or any other costs not expressly covered in this warranty.



THIS WARRANTY DOES NOT APPLY TO:

1. Wear and tear to mattresses and or other goods due to mattress use;
 2. Damage resulting from misuse, incorrect use or abuse of goods;
 3. Damage caused by the repairs or parts replacement by anyone but us;
 4. If the goods have been mishandled (including during shipping), subject to physical abuse or an improper power supply or otherwise operated in a manner that is inconsistent with our product manual and instructions;
 5. Batteries, damage and misuse of the remote control (including wear and tear to the remote control);
 6. Damage to mattress, bedding, cables, electrical cords, frames or accessories supplied by dealers;
 7. The modification of a bed or other product without the prior written consent of Flexirest;
 8. Costs of unauthorised service calls for the purpose of educating the consumer about the bed, mechanism, products or locating functioning power outlets;
 9. The recommended weight restrictions are exceeded;
 10. Use in an environment or commercial setting for which the bed base was not intended; and
 11. Damage or loss from storm, flooding, fire, cyclone or earthquake.
 12. Damage or loss caused by electrical issues, including power surges, spikes or dips, or incorrect or fluctuations in voltage or current where the product was not connected to a certified surge protector power board at the
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