

# Dreemi™

## WARRANTY & CARE GUIDE

- The warranty will not extend to cover normal wear and tear, damaged caused by misuse, transport damage, water damage, negligence or accident, during this period.
- The use of an electric blanket will void this warranty as heat may affect the firm feel and performance of the foam.
- It is the customer's responsibility to provide proof and date of purchase. A warranty can only be claimed by Clark Rubber. The warranty is subject to the Australian Competition and Consumer Act 2010 ("Australian Consumer Law"). The benefits provided in this warranty are in addition to other rights and remedies of a consumer under the Australian Consumer Law, and any other laws in relation to the products to which this warranty relates.
- If NuPlastex is satisfied that the product is faulty, it will be replaced, or the purchase price refunded.
- The warranty is effective from the date of delivery.
- If the opinion of our representative is that the base used with the mattress is not supportive, slats too far apart (more than 70mm), the slats are broken, the base is sagging, broken, or old and unsuitable, the warranty may be invalidated.
- The warranty will be voided if in the opinion of our representative the mattress is stained or deemed unsanitary. The use of a good quality mattress protector is recommended.
- Incorrect mattress choice is not covered by warranty.
- Any claim that the mattress is uncomfortable causes back ache or is too warm is not deemed a manufacturing fault. It can take time for your body to adjust.
- Body impressions or body signatures are a normal part of wear and tear of a mattress. A visible body impression between 30mm - 45mm is acceptable and not a manufacturing fault.
- Failure to regularly rotate the mattress will cause the mattress to wear unevenly and is not covered under warranty.
- Removing the care label will void the warranty.