

edblo Est. 1927

SERVICE WARRANTY

Calculating your charge for repair or replacement:

Calculating your charge is quite simple:

Divide your dealer's current retail price by the total limited warranty, then multiply by the number of years since purchase date on your original proof of purchase invoice.

For example:

Current retail price R4 999 / Total limited warranty 10 Years = R499
 Number of years since purchase date = 4 years
 Charge for repair or replacement (R 499 x 4 years) = R1 996.00**

** Excludes transport cost

Please note:

- For invalid claims within the warranty / guarantee period, an inspection fee and a transportation fee will be charged.
- If the Edblo product purchased is no longer available, Edblo will use the retail price of a comparable model.
- In the Service Warranty period, a recovery fee will be applicable for an unsanitary product.
- In order for the limited warranty to be valid, you must be the original purchaser, and have purchased the sleep set from an authorized Edblo dealer in Southern Africa.
- No inspection or warranty will be honoured if an original purchase invoice is not provided or the labels are not intact, to validate the purchase date and purchaser.
- If identical ticking materials/model is not available at the time of the product service, Edblo reserves the right to substitute the material or model of equal or higher specification, including colour matching. Again only the faulty item in the sleep set will be exchanged.
- In the event that Edblo repairs or replaces the mattress or foundation, this limited warranty/guarantee will not be renewable nor extended, but continued from the original date of purchase of the repaired or replaced item.
- **This warranty is applicable in South Africa, Botswana, Namibia, Swaziland and Lesotho only.**

IN THE UNLIKELY EVENT THAT A MANUFACTURING FAULT DEVELOPS DURING THE WARRANTY PERIOD, PLEASE INFORM THE RETAILER WHERE YOU PURCHASED THE PRODUCT AND SUPPLY THEM WITH THE FOLLOWING INFORMATION: PRODUCT NAME & SIZE, DATE & PROOF OF PURCHASE AND DESCRIPTION OF COMPLAINT.

Helpline:

Queries or questions regarding your new Edblo?
 Call Johannesburg toll free on 0800 016335 for our Customer Care Centre.
 Please check your label for model details and have your invoice handy.

We wish you many peaceful nights on your new Edblo!

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Congratulations!

You now own a top quality Edblo product and we hope it will be your Bed for a Better Life. Your Edblo guarantee offers two levels of cover. **1. A Guaranteed Repair or Replacement Period.** This is a full factory guarantee against faulty workmanship and faulty materials. If we are satisfied that the material or workmanship is faulty, we will repair or replace the product. *This does not extend to normal wear and tear or damage caused by abuse, misuse or negligence.* **2. A Service Warranty Period.** The cost of repair or replacement will be borne by the customer on a pro rata basis for the remainder of the Service Warranty period. See Table for details.

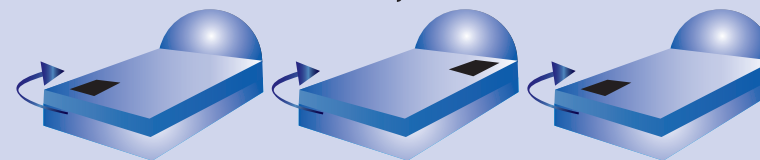
Range	Total Limited Warranty	Guaranteed Repair or Replacement Period	Service Warranty Period
 / Supreme Collection	10	1	9
 / Supreme Collection	10	1	9
 / Supreme Collection Foam Range	10	1	9
 / Supreme Collection Classic Range	10	1	9
 / Supreme Collection Classic Range	10	1	9
	7	1	6
	5	1	4

As with all quality products, your Edblo will last longer if you follow a few simple procedures:

Caring for your Edblo:

For your comfort and to help extend the life of your Edblo, we recommend that you regularly rotate the mattress. We suggest the following rotation cycle:

Rotate bed counter-clockwise (head-to-toe) then realign the mattress to the foundation. The next time rotate again head-to-toe as indicated. Please rotate your mattress every 2 weeks for the first 3 months & thereafter every 2 months.

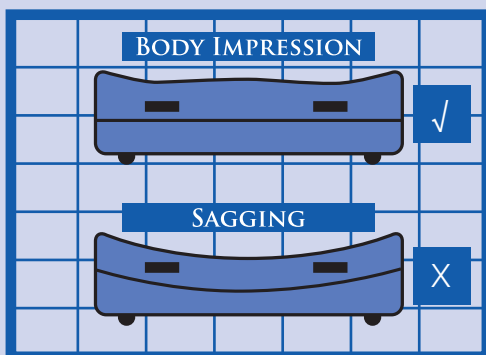


Your new Edblo mattress has one sleeping surface; this means that you will never have to turn your mattress over (Please note Rotation Cycle). This mattress has upholstery padding, which increases its longevity and support performance. Do not attempt to sleep on the non-sleep surface of the mattress, as it is not made for that purpose.



SERVICE WARRANTY

Body impressions vs sagging:



Your Edblo mattress contains the finest natural and man-made fillings and you may notice that a body impression of up to ± 4 cm may form. This is not a structural defect. The natural settling of these fillings has merely conformed to your body's contour and weight distribution. These are more noticeable in the morning.

Maximising your Edblo sleep experience:

Here are some simple hints on how to maximise your Edblo sleep experience:

- Do carry your mattress flat or on its side.
- Do keep your bedding clean.
- Do give your new sleep set time to "breathe" upon removal from its plastic packaging.
- Do replace the foundation when purchasing a new mattress.
- Do rotate your mattress to prolong its comfort and support life.
- Do give yourself time to adjust to the new feel and support of your new mattress.
- Do not smoke in bed. This is a potential fire hazard.
- Do not use an electric blanket as the high temperatures cause compression or sagging and may affect the fillings and fibres of the upholstery layers.
- Do not stand or jump on your mattress.
- Do not bend your mattress as this may cause damage to the innerspring unit.
- Do not remove the label on your mattress - this serves as a means of identification to establish your warranty period and rights.
- Do not allow your mattress to get wet - this may affect the filling layers, causing them to compress and become damaged. This may also occur when a Retailer applies a Fabric Protection Treatment after manufacture and re-inserts the mattress into its packaging.
- Do not use handles to carry/pull or pick up your mattress. Any tearing that may occur by the handles is not deemed as a factory fault but as abuse.
- Do use handles **ONLY** to adjust mattress onto the foundation.



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Not covered by this Limited Warranty:

The guarantee covers product failure caused by defective workmanship or defective materials **ONLY**.

- Edblo reserves the **right to refuse service/repair/replacement of any of the item of the sleep set if found to be marked, stained, burnt or in an unsanitary condition.**
- Any fabric protection additive applied after manufacture, **nullifies this warranty.**
- Transportation or inspection costs.
- Cloth handles and mattress foundation stitching pulling loose after 4 months of purchase.
- Comfort or firmness preference, or suitability for any person's specific medical condition.
- Bed height and sheet fit.
- Mattress or foundation damages due to abuse (bent border wire, jumping on, walking on or bending the product).
- Mattress damage due to an inappropriate foundation being used. A mattress is designed for full performance when used in conjunction with its matching foundation as part of a full sleep set.
- Normal body impressions up to ± 4 cm - These are a normal occurrence in your new Edblo bed and are an indication of the natural settling of the fillings conforming to your body's contour and weight distribution.
- When product failure is due to causes other than defective workmanship and materials.
- If the product has been altered structurally in any way by the consumer or other parties.
- When product identification labels have been removed this immediately invalidates the warranty.
- Damages caused by continual use of an electric blanket, as the high temperature will cause the fillings and fibres in the upholstery layers to compress or flatten.
- Edblo shall not be liable for incidental or damages, which result through the use of the product.
- Edblo reserves the right to substitute materials or models of comparable quality, and does not guarantee that the fabric of the replacement piece will match.
- The decision to repair or replace will be at the sole discretion of Edblo.