

Under the Australian Consumer Law our goods come with guarantees that cannot be excluded.

You are entitled to a replacement or full 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 the failure does not amount to a major failure.

The Sleepwell Company provides a full guarantee of 10 years on Frame, Base and .motors. The Flex One and Comfort plus have a 7 Year warranty. We have a 10 year warranty on our Memory Support Mattresses and five year warranty on Pocket Spring Support. against faulty workmanship and/or faulty materials. During the guarantee period, if the company is satisfied there is a genuine fault, we will repair or replace the product at our earliest convenience. For customers outside our service areas parts will be sent to you.

The guarantee does not extend to the following:

- **Mould, dirt, stains, smells, or bed bug infestations resulting from poor mattress care.**

- Items on inspection that are deemed unsanitary
- Products missing the contents label
- Body indentations less than 35mm on a pillow top and less than 25mm on a non-pillow top mattress.
- Normal wear and tear, or damage caused by abuse.
- Failure to comply with manufacturer care and maintenance instructions.
- Not adhering to the specified weight limits, up to 180kg on a HiLo Beda and up to 250kg on a standard adjustable bed.
- Usage of the bed outside

In order for this guarantee to be valid, you must:

- Be the original purchaser
- Provide a copy of the original invoice.
- Not misuse the product.
- Always use a mattress protector to avoid accidental soiling
- Do not wash or dry clean the mattress.
- Adhere to the Maximum recommended weight limits: On a Hi Lo bed 180kg, on a non Hi Lo bed, On a Long single or King single, Standard Queen 1 person with a maximum load of 250kg.

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MAKING A CLAIM

To make a claim on this guarantee, you would need to contact the Sleepwell Company Customer Service team at admin@thesleepwellcompany.com.au who will then initiate the claim process with you. Before a claim can be initiated, we will require an email to admin@thesleepwellcompany.com.au with an acceptable photo and as much information on the issue. We will respond back to you within 48 Hours (working day). Feel free to also call our customer service team on 1300 680 964.

SAFETY AND YOUR ADJUSTABLE BED

- To reduce the risk of falls on height adjustable bases, the base should always be in its lowest position for sleeping and resting. The high position should only be used for carer's access to the user, ease of entry and exit of the bed for the user and ease of making the bed.
- A minimum of 2 able and fit adults should be used when lifting or moving the beds and mattresses. It is recommended to use trolleys or other lifting/moving devices where possible.
- Careless use of naked flames, cigarettes or other heat sources could set fire to this product.
- Do not allow children to play on or around the adjustable bed.
- Do not operate whilst any person is under the base whilst raising/ lowering or adjusting the bed.
- Care should be taken that no body parts are in or near the adjustable frame while operating.
- Do not rock or tilt the frame.
- Ensure the cabling of the bed is free from the mechanism.
- Do not run over electric cables when moving the bed.
- All beds and specifically beds with HILO Lift need to be positioned carefully away from power points to reduce the risk of the bed damaging power points, plugs and cabling.
- Do not manipulate or conduct electrical maintenance on the motors or any of the beds, electrical components or cables.
- Any electrical work must be facilitated by a qualified tradesperson.