

Article 1

We guarantee the quality of this product. Should the mattress and/or bed base show possible manufacturing faults or faulty materials within 5 years after invoice date, we commit ourselves to either replacement or repair (with reservation of article 8) under following conditions and without prejudice to the legal rights of the consumer with regard to the sale of consumer goods.

Article 2

If within 2 years after invoice date, and upon normal use of the mattress or bed base, there should be a complaint as a result of manufacturing faults or faulty material, we guarantee total costs for repair or replacement, i.e. costs for materials, wages and transport.

Article 3

The producer will suggest - depending on the circumstances free repair or free replacement of the product under guarantee to the consumer. Should free repair or replacement not be possible or be disproportionate, the producer may suggest an alternative remedy such as replacement by a similar product or financial compensation.

Article 4

Should repair or replacement of the model no longer be possible, we are entitled to deliver a comparable and equal product.

Article 5

These terms of guarantee are only applicable to deficiencies as a result of faulty design and/or manufacturing faults.

Article 6

Upon repair or replacement, degressive depreciation due to the use of the product will be taken into account. The customer will pay a certain contribution (see table below), increased by the freight and administrative costs.

Period of time

1st & 2nd year - customer pays 0 %

3rd year - customer pays 40 %

4th year - customer pays 60 %

5th year - customer pays 80 %

6th year - no longer applicable

The total warranty on electrical components is limited to 2 years, after this period the warranty is no longer applicable. In case of replacement please ask your dealer for a price indication.

Article 7

The guarantee for construction and manufacturing faults for engines is valid for a period of 2 years.

Article 8 not covered by the terms of guarantee

- Mattresses and bed bases for which no valid and stamped certificate of guarantee can be shown.
- Standard wear and decolouration of mattress ticking and threads..
- Parts such as batteries, remote controls, ... subject to standard wear.
- Mould growth (the development of mould on mattresses is due to the conditions of use, especially when used in insufficiently ventilated or damp rooms).
- Standard wear of a mattress due to its use : the rigidity of the mattress will decrease naturally. This may lead to a loss of height of 15 % or loss of hardness of 20 % of the mattress's core. It is also completely natural that the quilted material of the mattress cover may loose up to 65 % of its original thickness. These phenomena are therefore not subject to guarantee.
- Wear and/or deficiencies due to wrong or improper use or maintenance, or due to unusual usage not mentioned by the consumer upon buying the item.
- Damage due to a badly ventilating, sagged, maladjusted or wrongly placed bed base.
- Damage due to violence, overloading, amateurish repairs and / or changes due to acts done by the buyer or third parties (e.g. a mattress being folded double when moving).
- Urine, blood or other visible stains.
- Visible manufacturing faults or deficiencies that ought to have been noted upon delivery.

Article 9

This guarantee is only valid on presentation of the original guarantee certificate. Should you have a complaint, you should address the recognised dealer where you bought the mattress or bed base, together with the original invoice and the product label. The mattress should be clean.

Article 10

The fact that the mattress or bed base is repaired or replaced does not change the period of guarantee. The period of guarantee will always have the original invoice date as start date.

Article 11

The product should be packed so as to prevent damage or filthiness during transport. Should the product be unpacked or badly packed, all guarantee claims will expire.