

# the comfort group



## The Comfort Group Warranty

Thank you for your purchase. We invite you to register your purchase at [www.ccare.comfortgroup.com](http://www.ccare.comfortgroup.com). Registering your purchase will mean we have your details should they be needed in the future. You can also opt to receive information on how best to care for your mattress.

### What to expect when your new mattress arrives

At first, your new mattress will feel different. This is due to your body adjusting to the extra comfort and support your new mattress provides as the support deteriorates over time. It may take time for your body to get used to sleeping on your new bed. It is also natural for your new mattress to develop a body signature over time. This is completely normal and is a good indicator of the mattress contouring to your body shape.

### Important: Please Read

1. This warranty applies ONLY to faulty workmanship or materials. It does not apply to fair wear and tear, comfort/feel related claims, or body contouring. Mattresses will form to your body shape over time, this is a completely normal characteristic and is not a warranty fault.
2. Selecting the correct mattress for your body is critical. This must be done by taking all of your requirements into account. There are many different mattresses designed for different needs, so please be careful when selecting yours. Some mattress types, such as pocket springs, are not suitable for heavier people and if used may void the warranty.
3. In the event that a mattress is faulty, it is a condition of this warranty that the mattress is able to be returned in a good, clean condition. We are unable to process any soiled mattresses, however a professionally cleaned mattress accompanied by a receipt confirming the cleaning will be accepted.
4. It is highly recommended that a mattress protector be used at all times with this mattress. We have a range of mattress protectors that have been specially designed to work with our mattresses to ensure they remain clean and hygienic.
5. The original purchase receipt showing the date of purchase must accompany any warranty claim.
6. Use only clean soapy water and a damp clean cloth to remove a stain or a mark. Use of any other cleaning agent (e.g. dishwasher or laundry detergent) will void this warranty.

Please refer to [www.ccare.comfortgroup.com](http://www.ccare.comfortgroup.com) for information about how to look after your mattress.

## The Comfort Group Warranty

The Comfort Group offers you as the original purchaser ("purchaser") of a mattress or mattress and base ("product") from The Comfort Group a 10 year warranty against faulty workmanship or materials.

Please retain this warranty card, along with the store receipt as proof of purchase, and leave all tags on the mattress and base. You must be able to provide us with satisfactory proof of purchase in order to claim under this warranty. This warranty is valid in Australia only and is not transferable.

Please read and follow all of our recommendations and instructions for use, care and maintenance as misuse will void your warranty. You can find these at [www.ccare.comfortgroup.com](http://www.ccare.comfortgroup.com).

**Duration:** This warranty commences on the date of your purchase receipt and is valid for 10 years ("warranty period"). Following a claim under this warranty, the original warranty will continue to apply for the balance of the original warranty period but will not be extended or changed as a result of repair or replacement under the terms of this warranty.

**How to claim:** If a manufacturing fault appears within the warranty period, you may make a claim under this warranty via [www.afterpurchase.sleepmaker.com.au](http://www.afterpurchase.sleepmaker.com.au). You must claim under this warranty within a reasonable time of discovering that there may be a manufacturing defect. A claim number will be generated and an assessment will be made by our Technical Department. We may request photos of your product to help determine the course of action. This is a quick and easy process to assist in a swift resolution of your issue. If based on the photos we have determined that your issue is not covered by this warranty claim but you wish your bed to be examined further, you may arrange with us to return the bed to our nearest nominated factory however you will be required to meet the freight costs.

You may also make a claim through the retailer you purchased from.

We reserve the right to refuse warranty service and this warranty will no longer apply if the product is found to be in an unsanitary condition. Please note that use of a mattress protector is advisable at all times to help keep your mattress clean.

**Availability of spare parts and replacements:** If after inspection we are satisfied there is a manufacturing fault we will, at our discretion, either replace or repair your bed within a reasonable period of time. If identical materials are not available at the time of repair or replacement, we reserve the right to substitute materials of equal quality. We are not required to match replacement fabric to the original fabric.

**What is not covered by this warranty:** This warranty applies only to faulty workmanship or materials. The following examples are **not** manufacturing or workmanship faults and therefore are not covered by this warranty:

- a. Normal wear and tear including indentations and softening within acceptable range;
- b. In the case of mattresses with pocket springs, incorrect use of a mattress for body type;
- c. Faults caused by wilful or accidental abuse, misuse, neglect, or damage caused by transportation;
- d. Damage due to unsuitable base support such as a soft, sagging or non-supportive base or slat bases with excessive gaps between slats or narrow tubing.  
Please refer to [www.ccare.comfortgroup.com](http://www.ccare.comfortgroup.com) for more information;
- e. Damage to bed legs, base or mattress due to the base legs not being secured tightly in place at all times.
- f. Minor manufacturing anomalies that do not affect the performance of the bed (such as missed stitching);
- g. Any issues due to comfort choice, bed height, sheet and bedding sizing.

**Fair wear & tear:** The period stated by this warranty covers only manufacturing faults and is in no way intended to imply a lifespan expectancy of the product. Heavy weight combinations or uneven weight distributions will also cause greater or more uneven wear patterns than lighter weight/even weight distributions. (Please refer to [www.ccare.comfortgroup.com](http://www.ccare.comfortgroup.com) for more information and tips on how to care for your mattress.)

**Australian Consumer Law:** Our goods come with warranties that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and 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.

For the purposes of the Australian Consumer Law, the person giving you this warranty is Australian Comfort Group Pty Ltd. ABN 23 098 742 584.

**Our address details are as follows:** 48 Alexandra Place Murarrie QLD 4172 ph. 1800 633 358 **email:** [info@thecomfortgroup.co](mailto:info@thecomfortgroup.co)

**Head Office:** 48 Alexandra Place, Murarrie, QLD 4172, Australia. TOLL FREE 1300 300 869

