



Punjabi Style Furniture

## CARING FOR YOUR MATTRESS

**INSTRUCTIONS FOR TURNING YOUR MATTRESS:** To avoid damage to the mattress or the risk of personal injury, do not attempt to rotate the mattress by yourself. To help equalize body impressions, please rotate your mattress as part of the maintenance of the product. **SINGLE SIDED:** These mattresses are designed to be used on one side only so there is no need to ever flip your mattress. Rotate every two weeks for the first four months then three monthly thereafter. **DOUBLE SIDED:** Flip and rotate your mattress every two weeks for the first four months, then once every three months after that. Ensure that you alternate rotations to vary head and foot positions each time you rotate your mattress.

**BEDDING CARE:** To obtain the best possible performance, keep your bed in great condition and help protect your warranty rights, the following points should be adhered to. **DO** turn and/or rotate your mattress frequently. **DO** carry your mattress flat or on its side. This is a job for two people. **DO** use a mattress protector. The use of a washable, good quality mattress protector will help keep your mattress clean. A waterproof sheet under the mattress protector may be useful for children's beds. **DO** air your bed. Airing your bed periodically by leaving bed linen off for several hours will allow condensation caused by body heat to evaporate. **DO** vacuum your bed regularly using low suction. **DO** treat spills and stains as soon as possible. Gently scrape away soil or mop any liquid. Use a clean, damp cloth and dry in shade away from direct heat. Allow to dry thoroughly before re-use. **DO** firmly push/screw in all base leg/castors supplied with your new base. This will enhance the product life and provide optimum comfort. After 4-6 weeks the whole system will have settled. The legs may need to be tightened to adjust to the settling, as loose legs will damage the base frame. Check every 6 months and tighten if necessary. **DO** replace your base when purchasing a new mattress. The base supports the entire mattress and old springs lose their strength and support. By not using the intended base with your new mattress, damage can occur to the product. This is not a manufacturing fault. **DO** dispose of all plastic packaging immediately and appropriately. Bags are polyethylene and can be recycled but are dangerous for young children. Please ensure the plastic is properly discarded. **DO** store your mattress in a breathable bag. **DO** ensure your mattress and base are appropriately packaged when transporting or storing your bed to prevent structural damage or condensation which can cause dampness and mildew, thus voiding the warranty. If you have a Pocket Spring, Memory Foam or latex core sleep system, lay your bed flat for storage as storing on its end will damage the bed.

**DON'T** place plastic bags near children as they could cause suffocation. **DON'T** remove border labels or tags. The border label on your new bed contains information to help identify the mattress you own, should you have any future concerns. **DON'T** use cleaning agents (i.e. dishwashing or laundry detergent) on your mattress, saturate fabric with water or other cleaning liquid or use a stiff brush. Chemicals contained in

some cleaning agents may damage the fabric or underlying materials in your mattress. DON'T bend or jump on your mattress under any circumstances. This may cause damage to the internal construction of your mattress. Never tie your mattress too tightly when securing it, as this may cause irreparable damage. DON'T use the handles on the mattress to support the full weight of the mattress. Handles are designed to help position the mattress on the base. DON'T smoke in bed. DON'T risk back injury by turning the mattress yourself. Always ask someone to help you.

Retain this brochure together with your store receipt as proof of purchase, and leave all tags on your mattress and base. Because we stand behind the quality design and craftsmanship of our products, Punjabi Style Furniture is proud to offer you a full 5 year warranty against manufacturing defects in workmanship and material that may occur with ordinary use. This warranty commences on the date the mattress and/or base was originally delivered, or collected by the purchaser. Failure to comply with all of our recommendations and instructions for use, care and maintenance will void your warranty. If a defect appears within the applicable 5 year warranty period, you must contact the retail dealer where you purchased your set in order to claim under the warranty. Your claim must be in writing and accompanied by proof of purchase (including date of purchase). You must be the original purchaser in order to be entitled to claim. Your claim must be sent to the address of the dealer from whom you purchased the bed (do not send your claims directly to us). The dealer will liaise directly with us as needs. It may be that we need to inspect the bed. If so, once we have inspected the bed and are satisfied there is a manufacturing defect, we will replace or repair your bed at our discretion within a reasonable period. However, the warranty period will not be extended or changed as a result of repair or replacement under the terms of this warranty or otherwise. As the purchaser, you will bear the expense of claiming under the warranty. Additionally, you will be responsible for the transport costs to our plant; however, these costs will be refunded to you in the event of a defect covered by our warranty. If we reasonably determine that the defect is not a manufacturing defect, you will be responsible for the transport costs and the cost of repair or replacement of the product.

**THIS WARRANTY IS SUBJECT TO THE CONDITIONS LISTED HERE:**

- This warranty does not extend to faults caused by wilful or accidental abuse, misuse, neglect, normal wear and tear, or damage caused by transportation. Warranty does not cover mold / fungal growth that thrives in damp and warm environments, such as a mattress that accumulates body heat and sweat.
- Every effort will be made to repair or replace the mattress with identical materials to those originally used. However, 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.
- We reserve the right to refuse service and invalidate the warranty when, upon inspection, the bed is found to be in an unsanitary condition, or when the product failure is caused by factors other than faulty workmanship or materials. Use of a mattress protector is advisable at all times.
- The use of a soft, sagging or non-supportive base with excessive gaps between slats or narrow tubing, which in our reasonable opinion is not supportive, will void this warranty (see Base Support section on previous page).
- It is important that bed base / ensemble legs are secured tightly in place at all times. It is not our responsibility if loose legs cause damage to the leg and/or the base frame or mattress.
- Pocket spring mattresses are not recommended for people weighing more than 120 kilograms.
- We reserve the right to repair or replace either parts of the mattress or base or the entire mattress or base at our option.
- You must be able to provide us with satisfactory proof of purchase. Failure to do so will render this warranty void. This warranty is only valid to the original purchaser.
- In some cases, an inspection by one of our representatives at the location of the item may be necessary. Due to geographic locations, this may take time.
- Where an inspection is necessary, a service fee may be applicable. If a service fee is applicable we will inform you of that before confirming the inspection. Where the item is deemed by us to have a manufacturing fault, this fee will be refunded.
- Although we at all times try to provide prompt service we may not be able to pick up, repair and return the repaired goods overnight and it could take several days or longer in some cases before goods can be returned. We are not required to supply a replacement

mattress or base for the duration of the service.

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**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 cause greater or more uneven wear patterns than lighter weight and even weight distributions. Comfort and support layers are expected due to use and age to reduce in height and firmness over time. Obviously this will be aggravated by heavier weights and certain situations such as constant use in nursing homes where the bed is used for more than the average 8 to 12 hours in a 24 hour cycle.

**COMFORT LEVEL:** We manufacture an extensive range of mattresses and ensembles, therefore comfort related complaints do not constitute a manufacturing fault. Please choose your mattress requirements carefully as due to health regulations, mattresses cannot be swapped after any period of use.

**AUSTRALIAN CONSUMER LAW:** Our warranty may be a "warranty against defects" for the purposes of the Australian Consumer Law. Accordingly, this section sets out the information prescribed by the Australian Consumer Law. In particular, the following statement is included: "Our goods come with warranty 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". Our warranty is in addition to other rights and remedies you may have under a law in relation to the goods or services to which the warranty relates. For the purposes of the Australian Consumer Law, the person giving you this warranty is Punjabi Style Furniture. ABN 42246474104. Our address details are as follows: 35A Bonview Circuit, Truganina VIC.

