

TERMS AND CONDITIONS FOR WARRANTY CLAIMS

This Warranty will apply if :

- The warranty card is still in good condition and not lost.
- The purchase invoice attached with this warranty card.
- During the warranty period (10 years maximum for spring, and 1 year maximum for divan).
- Mattress and divan had never been claimed previously.

This warranty will not apply if :

- The mattress and divan Superfit® exposed to water / urine / detergents or any liquid.
- The mattress and divan Superfit® have repaired the other party.
- The mattress and divan Superfit® used for lodging (hotels, motels, apartment, etc.)
- The mattress and divan Superfit® used improperly.

This warranty card includes :

- Mattress : The spring protrudes out.
The surface of the mattress down more than 4 cm from the normal high.
- Divan : Crushed or broken due to production errors.

This warranty does not include :

- Transportation and returned delivery costs for problematic products.
- Mattress from clearance sale that sold under certain conditions or ex-display bed.
- Damage or crooked edges of the mattress as a result of the wrong method to move the mattress.
- Fabric on the mattress torn, discolored and loose stitches.
- Damage caused by stains on the mattress or burning.
- Sense of the hardness of the mattress (soft, medium and hard).
- Mattress or divan wheezes.
- Corner protectors.

The surface of the mattress decrease from the normal use of up to 4 cm are not considered as a structural damage because all the material from your mattresses will follow the curve of your body shape within a certain period.

THIS IS NOT MANUFACTURED DEFECT.

Max. 4 cm ↓



IF THERE IS A COMPLAINT, PLEASE DO FOLLOWING 3 STEPS :

- Call 0822-6050-0500.
- Attach the purchase invoice and this warranty card.
- Once our surveyor Superfit® arrive at your place, then please fill in the survey application form well and truly.

MATTRESS CARE INSTRUCTIONS

DO'S :

- Turn your mattress regularly to maintain and extend the quality of your mattress comfort.
- Replace your old divan when you buy a new mattress to ensure adequate support for your new mattress.
- Use the bed frame or a divan according to the mattress size. Suppose the mattress size is 160x200, then use a divan with 160x200 size as well.
- Use Mattress protector to keep the quality of your mattress hygiene, especially if children use the bed.
- Remove the plastic wrap and corner cardboard from the divan before use to help prevent moisture from being trapped inside.

DONT'S :

- Do not jump, standing or walking on the mattress.
- Do not smoking in bed and keep your mattress away from fire.
- Do not try to rotate the mattress alone. To avoid damage to the mattress or personal accident risks, ask for help from someone else to help you rotate the mattress.
- Do not remove the label affixed on the tip of your mattress. This label helps to identify and prove your warranty rights.
- Water / urine / liquid / detergent will damage the elements contained in your mattress and your warranty will not apply.

Additional requirements :

- If the mattress purchased separately, the warranty will be valid if your new Superfit® mattress is supported by a divan which has equivalent construction quality according to Superfit® standard.
- All costs associated with the transportation mattress warranty will be paid by customer.
- If the material is in the mattress are not available at the time of service, then Superfit® is entitled to replace with the same materials or higher quality if necessary.

Coverage cost of service and repair :

- For further detailed cost please call 0822-6050-0500.

SuperFit® RESERVES THE RIGHT TO REJECT THE WARRANTY CLAIM IF THE WARRANTY CONDITIONS ARE NOT FULFILLED.