

Respa.

Warranty Policy

Respa Warranty Policy & Care Guide

We are delighted you have chosen a high quality handmade Respa product. You have made an important investment and we want you to enjoy the benefits your new purchase will give you for many years to come. We have produced this Warranty Policy & Care Guide to give you all the help and information you need to ensure you get the maximum comfort, support, and long life from your bed.

All Respa beds are manufactured using only the best quality materials. A great amount of additional work and finish is hidden from sight – quality that becomes apparent while sleeping. Respa is a trusted leading bed brand that you can buy with complete confidence. All our products are designed and tested to ensure you always have the best possible night's sleep.

Applicable on purchases made from August 1st 2018

Warranty detail Respa Collections:

Respa Inspire Lifestyle Collection: 10 years

Respa Inspire Natural Rest & Wellness: 8 years

Luxury Collections, Serenity, Diamond, Platinum, Pocket: 6 years

Value Collections, Ortho, Essentials, Classics: 5 years

WARRANTY POLICY

Any claims under this warranty must be initially made through the retailer from whom the product was originally purchased. This warranty booklet along with a proof of purchase (receipt) should be given to the retailer whereby an inspection of the product will be arranged to determine what appropriate action to take.

Should a manufacturing fault occur within two years (one year for the Value Collections, Ortho, Essentials, Classics) from the date of purchase. Respa will either repair or replace the product free of charge.

WARRANTY TERMS & CONDITIONS:

- It is with the retailer that the purchasers contract exists. Any claims under the warranty must be made through the retailer from whom the product was purchased. A claim must be supported by proof of purchase – sales receipt or invoice. The retailer must complete the Respa customer complaint form and also provide photographs where possible. An independent inspection will take place and Respa will be provided with a report from this inspection. Respa will then take whatever action deemed necessary in line with the Warranty Policy.
- This Warranty applies only to the original purchaser of the product and is non-transferable (e.g. second hand)
- Should a manufacturing fault occur within 2 years from the date of purchase. Respa will either repair or replace the product free of charge (one year for Value Collections). Thereafter, up to and including the maximum of the warranty term, repair and replacement will be made at Respa's discretion, subject to a

sliding scale in line with the age of the mattress, a service charge will apply, depending on the age of the product.

- The Warranty protects you from the date of your purchase. In the unlikely event that the bed must be repaired or replaced, you will be covered under your original warranty.
- During your first year after purchase, transport cost relating to warranty issues will be met By Respa where there is a manufacturing default. After the first-year transport costs will be met by the purchaser.
- Respa reserves the right to charge an upfront call out fee prior to inspection taking place at any stage of warranty life. This fee will be refunded should a manufacturing fault be discovered.
- When repairing or replacing items under the warranty. If identical materials are not available at the time of repair or replacement, Respa reserves the right to use substitute materials of equal quality. Identical fabric cannot be guaranteed; however, the closest available match will always be attempted.

WARRANTY DOES NOT APPLY:

- If the product default is not a direct manufacturing default.
- If the Respa Care Guide instructions below were not followed and applied.
- Upon inspection on the bed if it is found to be soiled or in an unsanitary condition.
- If there is evidence of inappropriate use or abuse of the product.
- Where the mattress has been used with an unsuitable divan base or slat bed with slats more than 70mm apart.
- Where the purchaser does not give the manufacturer notice of the defect within 30 days of its discovery.
- It is found that the bed has been folded or bent.
- If the mattress is found with no label.
- If the perceived comfort preference of the product is not the purchasers liking this is not covered by the manufacturer's warranty as this is subjective.
- Body imperfections less than 30-35mm on our Natural Rest collection and 25mm on all other collections will not be considered as a manufacturing default. Settlement of fillings is normal in any handmade mattresses and is not deemed to be a manufacturing fault. Regular turning of the mattress is needed to allow the fillings to settle evenly. If you purchased a non-turn (rotating required) mattress we do advise to rotate (not turn the mattress). See the Care Guide below for further details.

CARE GUIDE:

Taking Care of your New Respa Bed

Respa started making beds in 1947. Since then we have refused to compromise on our high standards. You can, therefore, be assured that your new bed will give you many

years of comfort and reliability. Since you have made a considerable investment in your new quality bed, we are sure you will want to know how to take care of it, to ensure the reliability and comfort you expect. Here are some do's and don'ts.

DO'S & DON'TS

DO: Use A Mattress Protector

A Mattress Protector will protect your mattress from body moisture and help to avoid stains. We advise to fit a mattress protector at all times.

DO: Air Your Mattress

All new mattresses should be aired standing on their side for several hours in a well-ventilated room to ensure that any new upholstery or synthetic odours are given the opportunity to fully dissipate. Regular airing will prolong the life of your mattress.

DO: Use a Suitable Base

A Respa base or other suitable foundation will provide the best supportive, rigid, non-yielding foundation for your mattress. An old base unit may not provide sufficient support. If you intend to use your mattress on a slat type foundation, please ensure that the slats are no more than 70mm apart and, in the case of a double, queen or king size, have a centre support rail, so that the mattress is supported evenly. This is especially important for heavy and premium mattresses.

DON'T: Bend or Fold

Do not bend or fold the mattress, even for temporary storage or removal: this will cause permanent damage to the internal components.

DON'T: Use Detergents or Chemicals

We do not recommend the use of detergents or chemical cleaners on your mattress as this may bleach or disintegrate the fabric.

DON'T: Bounce or Sit Continuously

Bouncing or sitting in the same area on a continuous basis can put an increased strain on the spring unit and shorten the lifespan of your mattress.

Settlement of Mattress Fillings & Turning of your Mattress

Body impressions of up to 25mm indicate that the comfort levels in your mattress are conforming to your body's individual contours. It is not a structural defect but a normal occurrence in the performance of your mattress.

Body impressions are most notable in the mornings as the surface has been depressed for hours. To offset the body impressions of 25mm we recommend that you turn your mattress twice a month for the first 2 months (period where the most settlement occurs) and once a quarter thereafter.

With correct turning, the upholstery will settle evenly over the whole mattress in time. Mattress handles (where fitted) should only be used to position the mattress and should not be used to support the full weight of the mattress.

Turning sequence for a TURN (two-sided) mattress:

- Label facing up at the foot of the bed.
- Label facing down at the foot of the bed.
- Label facing up at the head of the bed.
- Label facing down at the head of the bed.
- Repeat sequence.

Turning sequence for a NON-TURN (one-sided, rotating required) mattress:

- Label facing up at the foot of the bed.
- Rotate so Label is facing up at the head of the bed.
- Repeat Sequence

Care of Divan Base

All divan bases should be checked to ensure no undue stress or wear is caused to the frame. Screws in the joining bars (link bars) on double divan bases should be secured tightly.

Care of Legs & Castors

If legs or castors are supplied, please ensure they are screwed or hammered in firmly and checked every 3 months. Bent or broken castors or legs due to insufficient tightening do not constitute as a manufacturing fault.

Care of Headboards

Headboard bolts should be checked regularly and tightened where necessary to ensure a snug fit.