

MATTPro Mattress 10 Year Limited Warranty

MATTPro mattress is covered by a 10 year limited warranty (the “mattress Warranty”). This limited mattress Warranty gives you specific legal rights, and you may also have other rights which vary from state to state. The Pro-Rated Limited warranty is confined to the first purchaser of the product only and the warranty is not transferable.

What is The Limited Mattress Warranty covers?

The Limited Mattress Warranty applies to the following Defects:

- Deterioration causing the mattress to have a visible indentation greater than 1.5 inch or 3.8cm that is not associated with an indentation or sag which results from use of an improper or unsupportive foundation or adjustable bed base. This limited mattress Warranty extends to mattresses purchased directly from MATTPro, are designed to work on a firm and solid bed base that is structurally capable of supporting the weight of the mattress and user(s). Any physical flaw in the mattress that causes the foam material to split or crack, despite normal usage and proper handling. Warranty extends to the original purchaser of any mattress who is located in the Malaysia. All Malaysia warranties, including any implied warranties, are valid only for the period of time the mattress is owned by the original purchaser of the mattress. The “original purchaser,” for the purposes of this mattress Warranty, is the first purchaser of the mattress from MATTPro. Please retain a copy of your receipt as proof of purchase. All MATTPro limited warranties are not transferable.

MATTPRO mattress carries 10 years Pro-Rated Limited warranty from date of delivery and collection.

Any manufacturing defects arising within first year of purchase will be repaired at no cost. Cost of transportation for the whole 10 years of Pro-Rated Limited warranty shall be borne by the purchaser.

Manufacturing defects develop after first year, repair or replacement or credit value of the mattress will be made as per the pro-rated value the consumer shall bear the difference of the new mattress value and the credit value. The pro-rated value is as follows:

Within 12 months of the date of purchase: 100%

2 Years: 90%

3 Years: 80%

4 Years: 70%

5 Years: 60%

6 Years: 50%

7 Years: 40%

8 Years: 30%

9 Years: 20%

10 Years: 10%

Products covered by The Limited Mattress Warranty.

The Mattress Warranty does not cover your Product if you use it in a manner incompatible with that intended design.

The Limited Mattress Warranty does not cover the following:

- A normal increase in softness of the foam pressure-relieving material which does not affect the pressure-relieving qualities of the mattress.
- Individual comfort preferences relating to firmness, design, materials and feel.
- Physical abuse or damage to the structure and/or cover material, including but not limited to, burns, cuts, tears, liquid damage, or stains; provided, that the defect is caused by such abuse or damage.
- Any mattress (whether manufactured by MATTPro or not) sold by resellers who are not authorized retailers.
- mattresses sold “as-is”, “preconditioned”, “reconditioned”, “used”, “comfort return”, “returned”, “previously owned”, or any other similar wording indicating that the mattress is not “new” or of “first quality”, or has previously been purchased or used by another consumer. In the event of a Defect, MATTPro’s sole and exclusive liability and your sole remedy under this limited mattress Warranty will be, at MATTPro’s option, to provide a replacement mattress, subject to your fulfillment of “Your Responsibilities” below.

Your responsibilities

In the event of a Defect and in order to get the benefit of this limited mattress Warranty, you must return your mattresses to MATTPro and provide MATTPro with proof of the original date of purchase. Should shipping costs be required to return your mattress, you will not be responsible for those costs. Evidence of a Defect and any claims must be sent to the address set forth at the end of this limited mattress Warranty.