

# Terms of warranty

**Producer:** Frankhauer s.c. Perzów 13-14 63-642 Perzów NIP: 619-202-01-01

## 1. General provisions

The company Frankhauer s.c. provides the Customer with a warranty for a specified period, counted from the date of sale / delivery of the goods.

Foam mattresses are covered by a 2-5 year warranty for all elements of the insert and a 2-year warranty for the cover. The guarantee for foam mattresses covers both mattresses with a polyurethane foam insert, mattresses made of high-resilience foam, latex foam and top mattresses.

The company Frankhauer s.c. declares that the product is of good quality and fulfills its function under the condition of proper use (conditions of proper use are specified in this warranty).

The liability under the warranty covers only defects arising from causes inherent in the subject of the contract. The warranty covers defects resulting from improper execution of the mattress (defects caused by material or construction defects) and during its proper use.

## 2. Shipment damage in transit

When picking up the package, check that it does not show any signs of damage. If there is a suspicion of damage to its contents, it is recommended to open it at the courier and, if necessary, write down a damage report.

## 3. Exclusions from the warranty

The warranty does not cover:

- damage resulting from improper or inconsistent with the intended use of the product,
- products repaired or modified by the Buyer on its own,
- products with a broken warranty seal,
- defects resulting from mechanical damage,
- damage resulting from an improperly selected frame,
- elements subject to natural wear during operation,
- deformation of the mattress surface up to 3 cm deep - it does not affect the quality of the product,
- defects resulting from inadequate maintenance, storage, cleaning,
- additional and collateral damage,
- failure to present the product purchase document,
- Dirt caused during the use of the mattress will make it impossible to return, replace or complain.

Any defects in the product must be advertised without undue delay.

The product's defect is not the smell of the components used in its production - especially in the first period of use. All used semi-finished products have a safety certificate and are not harmful to health.

The manufacturer reserves a size tolerance of +/- 2 cm

#### **4. Rules for using the mattress**

- The products should be protected against the action of liquids, high temperatures and fire.
- The products are intended for use in rooms with a temperature of 10 - 30 ° C and air humidity of 30 - 80%.
- The mattress should be used on a frame that ensures proper support and air circulation with gaps between the slats not exceeding 50 mm.
- It is recommended to ventilate the product during use.
- Covers should be cleaned in accordance with the guidelines on the product card.
- A sheet, mattress topper or protector should be applied to the mattress.

#### **5. Final provisions**

The seller reserves the right to change the warranty conditions - the changes are not retroactive.

This warranty does not exclude, limit or suspend the Buyer's rights resulting from the non-compliance of the goods with the contract.