



Sleep Well. Live Better



# WARRANTY CARD



## Congratulations! You have chosen to Sleep Well and Live Better.

Your Genessi sleepset is manufactured with quality materials, to ensure a restful night's sleep. This card will give all the information you need regarding the care and warranty of your new Genessi sleepset.

### Genessi's Warranty covers...

Only the original purchaser may rely on any warranty provided by Genessi, provided that:

1. The purchaser contacts the Genessi merchant or retailer from whom the mattress or foundation was bought;
2. The purchaser provides proof of payment and place of purchase;
3. All labels and embroidery on either the mattress or the foundation are undamaged for purposes of identifying the product;
4. No alterations have been made to the mattress or the foundation.

Note that if a mattress is replaced, Genessi will not automatically replace the foundation. Similarly, if a foundation is replaced, Genessi will not automatically replace the mattress.

### Genessi Warranty complies with the consumer protection Act 68 of 2008 in terms of your transaction:

Genessi warrants that the mattress and foundation provided by Genessi will:

1. Be suitable for your purposes as communicated to us;
2. Be of good quality and free of any defects;
3. Be usable and durable for a reasonable;
4. Comply with any standards set under the Standards Act 8 of 2008 (all Genessi prime flexible polyurethane foams comply with the requirements of SANS 883:2009. All Genessi reconstituted flexible polyurethane foams (Chipfoam) comply with the requirements of SANS 642:2010).

### Additional Genessi Warranties

These additional warranties apply to all transactions and we will be effective from the date of the delivery to you until the expiry of the different warranty periods as set out below.

If a defect, manufacturing fault or poor workmanship is discovered in the guarantee period, then Genessi will in the exercise of its reasonable discretion, either replace or repair the mattress or the foundation, without any cost to you.

If a defect, manufacturing faults or poor workmanship is discovered after the expiry of the guarantee period, but before the expiry the warranty period. Genessi will, in the exercise of its reasonable discretion, provide you with a discount against the cost of replacing or repairing the mattress or the foundation. The discount will be calculated as follows: The value of the product (latest retail price) will be divided by the number of years of the warranty and then multiplied by the number of years of use.

For example:

Current retail price R4999 / Total limited warranty 10 years	= R499
Number of years since purchase date	= R4 Years
Charge for repair or replacement (R499 x 4)	= R1996.00 (Excludes transport cost and VAT)

Repair or replacement of the mattress or foundation does not extend the warranty period beyond warranty periods.

If the mattress or foundation is repaired, Genessi has the right to substitute materials or models of substantially similar or better quality and does not guarantee that the fabric of the replacement will match the existing piece.

Genessi will for the duration of these relevant warranty periods regard the following as defects or manufacturing faults:

**Mattress sagging**, provided that the mattress has been continuously supported by a matching foundation (or equivalent), and used with an appropriate frame and centre support, or a minimum of 5 cross slats with concentrated in the centre third for queen and king sets.

**Mattress body impressions** greater than 40mm in depth.

**Foundation:** Splitting of the wood frame. Loose, bent or defective wood beams.

#### BODY IMPRESSIONS

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Body impressions are a natural occurrence in all mattresses

#### SAGGING

Sagging is a result of damage to the mattress or foundation which results in a marked depression

## The Genessi Warranty does not cover...

You understand that Genessi does not warrant the following and that before you buy a mattress or foundation, you should be satisfied that:

1. Bedding or sheets will fit the mattress;
2. The height of the bed will suit your purposes;
3. The foundation, if it is not a Genessi foundation, will not cause damage to the mattress;
4. The mattress and the foundation are comfortable and the firmness of the mattress is in accordance with your preference.

In addition, you will not be able to rely on the Genessi warranty if

1. The damage has been caused by normal wear and tear;
2. The damage was incurred during transport from the retailer or merchant to you;
3. Costs has been incurred for transportation or inspection after the expiry of the warranty periods;
4. For replacement of another piece in the sleep set, unless it is also defective;
5. You applied any fabric protector additives to the mattress or the foundation;
6. The mattress or foundation ticking or stitching pulled loose 6 months after the data of delivery to you;
7. The mattress or foundation was exposed to high temperatures which caused the fillings and fibers in the upholstery layers to compress or flatten;
8. The mattress or foundation was damages as a result of abuse such as jumping or standing on your mattress or foundation, or as evidenced by torn or scuffed fabric, burns, splintered wood and the presence of unsanitary substances;
9. The mattress or foundation has no labels;
10. The normal body impressions does not exceed 40mm;
11. A product has been sold as a floor model and we informed you of the condition of the product;
12. And the product has been subjected to weights in excess of its design limits as indicated in this warranty.

## How to preserve the Warranty

### Do:

1. Rotate your mattress as indicated below and below and continue the cycle, to prolong its comfort and support life.
2. Carry your mattress flat or on its side. It's easier to handle and you'll be less likely to damage the mattress.
3. Keep your bedding clean. We suggest using a mattress protector and occasionally vacuuming your mattress.
4. Give your new sleep set time to "air" upon removal from its plastic packing.
5. Replace the foundation when purchasing a new mattress. An old foundation may not provide sufficient support.
6. Give yourself time to adjust to the new feel and support of new mattress.
7. Take into account the weight limitations in this warranty.

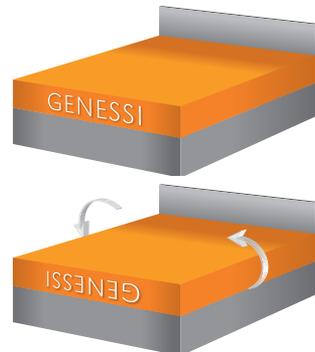
### Do Not:

- Smoke in bed or place the product near open flame. The mattress is manufactured to resist heat, but this will not necessarily eliminate ignition caused by smoldering cigarettes or excessive or continual high temperatures from an electric blanket.
- Stand or jump on your mattress or foundation.
- Remove the label / embroidery on your mattress. The label and embroidery serves as a means of identification and to establish your warranty period and rights.
- Allow your mattress to get wet, since this may affect the upholstery layers adversely.
- Apply fabric protector additive to the mattress or foundation, instead use a mattress protector.

### Month 1 & 3 - ROTATE ALL MATTRESSES



### Month 2 & 4 - FLIP TURNABLE MATTRESSES ONLY



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our website and view  
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**GENESSI I DREAM**  
collection.



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**KAP.**   
INTEGRATED BEDDING