

# Product Guaranties & Warrantees

## **Mattress Guarantee**

The mattress carries a 5 year guarantee and 15 year warrantee. The 5 year guarantee can be claimed for any faults on the mattress providing a mattress protector has been utilized. If the mattress comes into contact with any liquid the guarantee is in void. Please note fabrics and quilting are not included in this guarantee agreement. The lifetime service warrantee starts at the end of the 5 year guarantee and for the 15 year balance of the warrantee period we will either repair or replace at minimal costs.

**Chiropedic does not offer money back guarantee's on any of its products.** Chiropedic will not take back any soiled, stained, abused or unsanitary mattresses for hygiene purposes and will not be held liable for any transport costs for any guarantee claim. If the mattress is placed on a base which is not suitable for the mattress Chiropedic will not be responsible for repairing or replacing of the mattress. Chiropedic manufactures bases suitable for the mattress, if an alternate base is used please do ensure that you discuss this with your Chiropedic consultant or retail store.

Chiropedic offers a 90 day satisfaction guarantee on mattresses under the following conditions: The mattress must consist of at least 3 layers or a minimum retail price of R 9999.00. Chiropedic offers a no weight restriction (only applies if you purchase a mattress with at least 3 layers or if the mattress build is valued at R9999, If the mattress has less than 3 layers a maximum weight off R100 kg applies) The 90 day satisfaction guarantee starts as soon as the products are delivered as the human body can take up to 21 days to adjust to any new sleeping surface and the mattress needs to be "worn in" as it is brand new. After the 21 day period you have a further 69 days to notify Chiropedic if you need amendments done to the mattress. Chiropedic will not be held liable for any transport costs for a satisfaction guarantee claim. If the symptoms are caused by a medical condition which does not relate to the mattress Chiropedic will not be responsible for the amendment costs. Satisfaction Guarantee minimum costs for pick up and redelivering of a mattress with in Gauteng would be 10% of the value of the original bed and a redelivery charge to and from your place of residence.(Subject to change) This fee is non-negotiable and Chiropedic has to do the collection as we will inspect the mattress at the premises to ensure that the claim is valid and also to inspect the base which the mattress is on. Chiropedic will send you a quote for approval and requires payment in full before Chiropedic will collect the product. A standard guarantee minimum costs for pick up and redelivering of a mattress with in Gauteng would be R900.00 (subject to change). This fee is non-negotiable and Chiropedic has to do the collection as we will inspect the mattress at

the premises to ensure that the claim is valid and also to inspect the base which the mattress is on. Chiropedic will send you a quote for approval and requires payment in full before Chiropedic will collect the product. If any guarantee claim arises you will need to furnish Chiropedic with the invoice and will need to send photos of the mattress before a claim is reviewed.

Mattress Warranty if any warranty claim arises you will need to furnish Chiropedic with the invoice (if an invoice cannot be provided the guarantees and warranties will be in void) and photos of the mattress before a claim is reviewed. Chiropedic will send you a quote for approval and requires payment in full before Chiropedic will collect the product.

### **Base Guarantee and Warranty**

The base carries a 1 year guarantee and 2 year warranty. The 1 year guarantee can be claimed for any faults on the products purchased. If the base comes into contact with any liquid or has been misused the guarantee is in void. Please note fabrics and quilting are not included in this guarantee agreement. The 1 year service warranty starts at the end of the 1 year guarantee and for the 1 year balance of the warranty period we will either repair or replace at minimal costs. Chiropedic will not take back any soiled, stained, abused or unsanitary bases for hygiene purposes and will not be held liable for any transport costs for any guarantee claim. If the base is placed on a floor which is not level we will not be responsible for repairing or replacing the base. Please note that once your bed has arrived via the courier/ delivery company and the delivery note has been signed we assume that the bed is in good order and Chiropedic will not be held liable for any damage incurred from the transportation of the bed once it has been signed for.

Please note all our latex foam is high density and is simulated latex foam and is not natural latex foam

### **Mattress Topper Guarantee**

The mattress topper carries a 5 year guarantee. The 5 year guarantee can be claimed for any faults on the mattress topper providing a mattress protector has been utilized. If the mattress topper comes into contact with any liquid the guarantee is in void. Please note fabrics and quilting are not included in this guarantee agreement.

**Chiropedic does not offer money back guarantee's on any of its products.**

Chiropedic will not take back any soiled, stained, abused or unsanitary mattresses topper for hygiene purposes and will not be held liable for any transport costs for any guarantee claim.

A standard guarantee minimum costs for pick up and redelivering of a mattress topper with in Gauteng would be R300.00(subject to change). This fee is non-negotiable.

If any guarantee claim arises you will need to furnish Chiropedic with the invoice (if an invoice cannot be provided the guarantees and warranties will be in void) and will need to send photos of the mattress topper before a claim is reviewed

### **Pillows & Supports Guarantee and Warranty**

**7 day Satisfaction Guarantee** (All pillows which have memory foam qualify for this guarantee). Pillows may be exchanged providing the pillows are not damaged or stained and that a pillow protector has been utilized. Chiropedic pillows must be returned in the original packaging. Pillows must be exchanged for the same money value and the invoice must be provided.

**7 year Guarantee** (All memory foam pillows) Chiropedic guarantees that our memory foam pillows will not lose its shape or feel within 7 years. Providing the pillows are not damaged or stained and that a pillow protector has been utilized. The guarantee does not include stitching, fabrics or zips. **1 Year Warrantee** (all supports and pillows that are not memory foam). Chiropedic warrants that these pillows and supports will not lose their shape or feel for 1 year. A Warrantee claim can be made providing the pillows are not damaged or stained and that a pillow protector has been utilized. The warrantee does not include stitching, fabrics or zips. Chiropedic will not be held liable for any transport costs for a guarantee/warrantee claim. All pillows/supports that fall under this guarantee/warrantee will be replaced or repaired. Any pillows or supports that come into contact with any liquid, the warrantee & guarantee will be in void.

### **Custom Orders**

Chiropedic will manufacture the products exactly to the specifications and details of the above order form. If the customer makes a mistake on the order form Chiropedic cannot be held liable however at a cost Chiropedic can rectify the customer's mistake. Chiropedic will send you a quote for approval and requires payment in full before Chiropedic will correct the customer's mistake

### **Deliveries**

Deliveries will take between 3 -14 working days after payment in full has been received due to the fact that all orders are custom made. All prices include VAT but exclude delivery.