

Koala Mattress

Koala Sleep 10 Year Limited Warranty

Your new Koala 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.

A. Products covered by this limited mattress Warranty

This limited mattress Warranty extends to mattresses manufactured by Koala Sleep (“Koala”), purchased directly from Koala, and located in Australia

Mattresses 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). This mattress Warranty does not cover your Product if you use it in a manner incompatible with that intended design.

B. Who this mattress Warranty extends to

This limited mattress Warranty extends to the original purchaser of any mattress who is located in the Australia. All Koala 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 Koala. Please retain a copy of your receipt as proof of purchase. All Koala limited warranties are not transferable.

C. Koala's limited mattress Warranty and responsibilities

Koala warrants the mattress in its original packaging sold to you against the defects in material and workmanship set forth below (“Defects”) for a period of 10 years from the time your mattress is purchased by you, when the mattress is used normally for its intended purposes and on a bed base that is structurally capable of supporting the weight of the mattress and user(s).

D. What this limited mattress Warranty covers

This limited mattress Warranty applies to the following Defects:

- Deterioration causing the mattress to have a visible indentation greater than 2.5 centimeters that is not associated with an indentation or sag which results from use of an improper or unsupportive foundation or adjustable bed base. Normal wear requires that a mattress be continuously supported by a matching foundation or adjustable bed base with a proper bed frame sufficient to support the collective weight of the mattress and foundation.
- Any physical flaw in the mattress that causes the foam material to split or crack, despite normal usage and proper handling.
- Any manufacturing defect in the zipper assembly of the mattress Cover.

This 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.
- Comfort preference.
- 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 Koala 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, Koala’s sole and exclusive liability and your sole remedy under this limited mattress Warranty will be, at Koala’s option, to provide a replacement mattress or mattress Cover, subject to your fulfillment of “Your Responsibilities” below. Replacement mattress Covers may be provided in a color different from the mattress Cover you originally purchased.

E. 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 Koala and provide Koala 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.