

Koala Pillow

Koala Sleep 5 Year Limited Warranty

Your new Koala pillow is covered by a 5 year limited warranty (the “pillow Warranty”). This limited pillow 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 pillow Warranty

This limited pillow Warranty extends to pillows manufactured for Koala, purchased directly from Koala, and located in Australia.

B. Who this pillow Warranty extends to

This limited pillow Warranty extends to the original purchaser of any pillow who is located in Australia. All Koala warranties, including any implied warranties, are valid only for the period of time the pillow is owned by the original purchaser of the pillow. The “original purchaser,” for the purposes of this pillow Warranty, is the first purchaser of the pillow from Koala. Please retain a copy of your receipt as proof of purchase. All Koala limited warranties are not transferable.

C. Koala's limited pillow Warranty and responsibilities

Koala warrants the pillow in its original packaging sold to you against defects in material and workmanship set forth below (“Defects”) for a period of 5 years from the time your pillow is purchased by you, when the pillow is used normally for its intended purposes.

D. What this limited pillow Warranty covers

This limited pillow Warranty applies to Defects due to faulty workmanship or materials, subject to the limitations described in this warranty.

This limited pillow Warranty does not cover the following:

- Normal increases in softening and settling of materials, or any other normal wear and tear.
- 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 pillow (whether manufactured by Koala or not) sold by resellers.

In the event of a Defect, Koala's sole and exclusive liability and your sole remedy under this limited pillow Warranty will be, at Koala's option, to provide a replacement pillow or pillow Cover, subject to your fulfillment of "Your Responsibilities" below.

E. Your responsibilities

In the event of a Defect and in order to get the benefit of this limited pillow Warranty, you must return your pillow to Koala and provide Koala with proof of the original date of purchase. Should shipping costs be required to return your pillow, you will not be responsible for those costs. Evidence of a Defect and any claims must be sent to the address indicated and Koala will repair or replace (as applicable) and ship your pillow back to you.

Replaced or repaired pillows are subject to the same limited pillow Warranty as the original pillow. If you obtain a replaced or repaired pillow, the warranty term of the replaced or repaired pillow begins from the date of purchase of the original pillow.