Zentai Living - Natural Latex Mattress 10 Year Limited Warranty

Your new Zentai Living Essential Latex or Organic Latex mattress or topper is covered by a 10 year limited warranty. This limited mattress warranty gives you specific legal rights. You may also have other rights under the consumer guarantee requirements of the Australian Consumer Law.

Products Covered
This limited mattress warranty extends to all latex mattresses and toppers manufactured by Zentai Living and purchased directly from Zentai Living.

Our mattresses are designed to work on a firm and solid bed frame that is structurally capable of supporting the mattress and the user(s). This mattress warranty does not cover your product if it is used in a manner that is not compatible with that intended design. The bed frame must provide flat, even support. Slats must be no more than 10cm apart (7cm is recommended).

Who this Warranty Extends to?
This limited mattress warranty extends to the original purchaser of the mattress only. All warranties are only valid for the period of time the original purchaser is the owner of the mattress. Please retain a copy of your receipt as proof of purchase.

Zentai Living's Limited Mattress Warranty and Responsibilities
Zentai Living warrants the mattress against defects in material and workmanship set forth below for a period of 10 years from the time of purchase by you. The mattress must be used for its intended purposes and on a bed frame that is structurally capable of supporting the mattress and users.

What will Zentai Living do?
If any component in the mattress should wear out prematurely during the warranty period, we will, upon inspection, repair or replace that component for you accordingly. Zentai Living reserves the right to substitute material or product of equal or higher quality. Repair or replacement does not constitute the beginning of a new limited warranty period, nor does it extend the original period of limited warranty.

This Warranty excludes: (a) minor imperfections and slight cosmetic flaws; (b) normal wear and tear; (c) tears, stains, soiling, burns, and discoloration that occur over time; (d) dampness or mould; (e) firmness preference or a change in comfort; (f) sagging or body impressions of any dimension if the mattress is not supported by a solid platform or a foundation equivalent to what is offered by Zentai Living; normal body impressions not greater than 25mm in the mattress as measured on the latex surface; (g) allergies and

sensitivities; (h) naturally occurring cotton, wool, or latex aromas; and (i) Products that are purchased from second hand parties, sold as promotional items, giveaways, "as is," or "floor models."

In addition, this Warranty does not cover conditions resulting from abusive handling, misuse, or neglect, and the following, if found upon inspection, will void your Warranty: (a) damage of the mattress or foundation due to misuse or abuse; (b) any unsanitary condition; (c) burns; (d) improper or inadequate return packaging; (e) improper bed frame; (f) jumping on the Product; (g) attempting to clean the Product in an inappropriate manner; and (h) improper storage of the Product.

Please note that the use of cleaning fluids may damage the fabric and materials in your mattress. Allowing water or other liquids to penetrate your mattress may damage the layers of upholstery, causing materials to compress. As such, we strongly recommend that your sleep system be protected with a mattress protector to ensure that your mattress remains in a clean and hygienic condition throughout its natural lifetime.

How to Claim Under Your Limited Warranty
To be entitled to make a claim under your limited warranty you must notify us of the defect within 30 days after it has appeared.

You can notify us of the defect and make a claim by contacting Zentai Living by telephone on 02 6685 6722 or by sending an email to info@zentai.com.au. Provide us with your full name, contact information and details of the defect. Please email clear photos if possible. This will ensure your claim is dealt with promptly.