

THE GUARANTEE WILL APPLY IF :

- This warranty card is in good condition and has not been lost.
- Purchase invoice is attached with this warranty card.
- During the warranty period (maximum spring 12 years, full latex mattress maximum 5 years and foundation maximum 1 year).
- Mattresses and foundations have never been claimed for warranty before.

THIS GUARANTEE WILL NOT APPLY IF :

- The Comforta mattress and foundation came into contact with water / urine / detergent or any other liquid.
- The Comforta mattress and foundation have been repaired by someone else.
- Comforta mattresses and foundations are used for lodging (hotels, motels, guest houses, etc.), except for Comforta Hotel types.
- Comforta mattresses and foundations are used improperly.

WHAT IS INCLUDED IN THE WARRANTY :

- Mattress : Springs poking out.
The mattress surface drops more than 4 cm from normal height.
- Foundation : Broken due to production errors.
- The mattress or foundation makes noise.

Mattress surface that drops in normal use up to 4 cm is not considered as damage. Because all the material from the mattress. You will follow the curves of your body shape in a certain time.

THIS IS NOT A MANUFACTURING ERROR

Max. 4 cm



WHAT IS NOT COVERED IN THE WARRANTY :

- Transportation costs for the withdrawal and return of problematic products.
- Clearance Sale mattresses that are sold according to their condition or ex-display mattresses.
- Damage or bending of the edge of the mattress due to the wrong way of moving the mattress
- The fabric on the mattress is torn, discolored or loose stitches.
- Damage to the mattress due to stains or burns.
- The size of the mattress is still within the tolerance limit of 2 cm in width and length.
- Mattress handles (mattress handles are only used to position the mattress).
- Damage due to force majeure such as natural disasters (floods, earthquakes), riots, wars, and others.
- The feeling of the mattress is less hard or less soft.
- Corner guards.
- Damage from dust mites and bed bugs.
- Products sent overseas.
- Products obtained other than through official retailers.

IF THERE'S A COMPLAINT, PLEASE FOLLOW THESE 3 STEPS :

- WhatsApp / call **082260500500**.
- Please attach purchase invoice and warranty card.
- After the Comforta surveyor arrives at your place, please fill out the survey form correctly, properly, and correctly.

MATTRESS CARE INSTRUCTIONS

DO:

- Rotate your mattress regularly to maintain and extend the quality and comfort of your mattress.



- Replace your old foundation when you buy a new mattress to ensure adequate support for your new mattress.
- Use the frame of your bed or divan according to the size of the mattress used. Suppose the size of the mattress is 160x200, then use a divan with a size of 160x200 as well.
- Use a mattress protector or bed sheet to maintain the quality and cleanliness of your mattress, especially if children use the bed.
- Let the mattress breathe.
Just like any new product, a new mattress may have an aftertaste of odor left over from the manufacturing and packaging processes. To help get rid of the "new product" smell, you should remove the packaging and let the mattress air before putting on the sheets or mattress protector. If the weather permits; You can speed up the process by opening a bedroom window.

DON'T :

- Don't jump, stand, or walk on the bed.
- Do not smoke in bed and keep your mattress away from fire.
- Do not try to turn the mattress yourself. To avoid damage to the mattress or the risk of personal injury, have someone else turn the mattress around.
- Do not use the handles to lift the mattress. The stitched handles are meant to help rotate and position the mattress while lying flat on the base or base.
- Do not remove the label affixed to the end of your mattress. This label helps to identify and prove your warranty rights.
- Water / urine / liquid / detergent of any kind will damage the elements contained in your mattress and your warranty will be void.
- Do not iron on the mattress. This can cause damage to the mattress even caused a fire.

ADDITIONAL REQUIREMENTS :

- If the mattress was purchased separately, for the warranty to be valid, your new Comforta mattress must be supported by a foundation with a quality that meets Comforta construction standards.
- If the material on the mattress is not available during the service period, Comforta has the right to replace it with material of the same or higher quality if necessary.

SERVICE AND REPAIR FEE COVERAGE :

For more detailed costs, please WhatsApp/Call **082260500500**.

**COMFORTA RESERVES THE RIGHT TO REFUSE A WARRANTY CLAIM
IF WARRANTY TERMS DO NOT MEET.**

Regarding products that use antivirus features, there is a possibility of yellowing in certain parts.

This yellowing process is called Gas Fading which occurs because:

- Air quality (NOx, temperature, humidity)
- Migration of polyphenols from cardboard
- Presence of phenolic antioxidants
- Antagonistic additive interactions (eg UV balance regulator, TiO₂)

It is the nature of the antivirus feature that demonstrates the effectiveness of the antivirus without compromising on comfort, durability, and sturdiness.

This can also be found in white shoes or cars which tend to turn yellow over time.