

MLILY AUSTRALIA REGISTRATION CARD

To claim under your ten year Guarantee, you must notify us of the defect within 30 days after it has appeared. You will need to provide your full name and address and details of the defect to us, with your original proof of purchase. You can notify us of the defect and make a claim by:

- Filling the online form via <https://www.mlily.com.au/register-my-product>
- Sending an email to sales@mlily.com.au
- Writing a letter to MLILY Australia, 1A/162 Rooks Rd, Nunawading VIC 3131

Name:

Address:

Telephone:

Mobile:

Email:

Model: Size:

Date of Purchase(dd/mm/yyyy):

Retail Purchased From:

Invoice#:

Town and State:

THANK YOU FOR YOUR PURCHASE



MLILY®

MLILY AUSTRALIA WARRANTY

SLEEP SAFE KNOWING WE'VE GOT YOUR BACK

PILLOW, MATTRESS AND TOPPER CARE INSTRUCTIONS

PILLOW & MATTRESS TOPPER

You should vacuum your memory foam pillow & topper every time you change your bed sheets. Consider spot cleaning your pillow & topper once a month to remove sweat residue, and deep cleaning it every two months.

Before you start, familiarize yourself with the rules of cleaning memory foam. Memory foam **NEVER** goes in the washer or dryer, please clean by hand. Always use gentle cleaning agents; stay away from anything too harsh. Do not scrub the pillow or topper with excessive force; memory foam is delicate.

MATTRESS 10 YEAR WARRANTY

- Your MLILY mattress is designed for a normal usage which is defined as 8-10 hours of horizontal body support a day for at least 10 years.
- Your MLILY Bedding product will be repaired or replaced without charge at the discretion of MLILY Australia service team, providing the product is defective due to faulty workmanship or structural defects, during the life of the warranty.
- Warranty shall not apply if bedding is soiled, burned, is in an unsanitary condition, or otherwise abused or damaged.
- Comfort preference selection is valid at time of purchase and is not a valid reason for warranty replacement. Please note that your body may take up to 30 days to adjust to your new sleep system.
- Normal body impressions on the surface of the mattress is the result of the mattress upholstery filling settling to a final position, combined with the mattress conforming to your body's individual signature. Body impressions are more notable on King and Queen size mattresses. This is due to the center of the mattress not being used as often as the sides. Impression tolerance 6.35cm.
- Warranty shall not apply if used with inappropriate foundations, timber slats should be no more than 7cm apart to provide the correct support for the mattress.
- Legs and castors not secured tightly to the foundation which cause damage will void your warranty.

PILLOW & MATTRESS TOPPERS 5 YEAR WARRANTY

- Your MLILY Memory Foam Pillows are designed for a normal usage which is defined as 8-10 hours of horizontal head support a day for at least 5 years.
- Your MLILY Bedding product will be repaired or replaced without charge at the discretion of MLILY Australia service team, providing the product is defective due to faulty workmanship or structural defects, during the life of the warranty.
- Warranty shall not apply if pillow is soiled, burned, is in an unsanitary condition, or otherwise abused or damaged.
- Your MLILY Memory Foam Topper are designed for a normal usage which is defined as 8-10 hours of horizontal body support a day for at least 5 years.
- Your MLILY Bedding product will be repaired or replaced without charge at the discretion of MLILY Australia service team, providing the product is defective due to faulty workmanship or structural defects, during the life of the warranty .
- Warranty shall not apply if mattress topper is soiled, burned, is in an unsanitary condition, or otherwise abused or damaged.

MATTRESS

It is recommended that your mattress be fitted with a mattress protector to avoid accidental soiling. Rotating mattress can maximize mattress performance, please rotate your mattress every three months to maintain optimum spring and foam shape, after the first year, rotate once every six months. This will allow the mattress to adjust to your body weight.



ADJUSTABLE BASE 10 YEAR WARRANTY

- Your MLILY adjustable lifestyle base is designed for a normal usage which is defined as 8-10 hours of horizontal body support a day for at least 10 years.
- Your MLILY Bedding product will be repaired or replaced without charge at the discretion of MLILY Australia service team, providing the product is defective due to faulty workmanship or structural defects, during the life of the warranty.
- Your MLILY ADJUSTABLE lifestyle base has two warranty sections.
- 10 YEAR MOTOR WARRANTY *(Foldable 5 year motor warranty)
- The 10 year motor warranty offers a full replacement on 1 motor, 2 motor, 3 motor and 4 motor models.
- The manufacturer will replace any motor on the adjustable base found to be defective within the time period of 10 years from date of purchase.
- MLILY adjustable frame is covered by a 10 year warranty and any part of the adjustable base found to be defective due to normal use will be replaced or repaired.
- The manufacturer's liability is limited to the replacement of the defective part(s) of the frame only, and is subject to inspection prior to agreement of replacement taking place.
- Once product has been assessed as normal manufactures fault and not misused, arrangements will proceed to replace the faulty goods.

CONDITIONS OF WARRANTY

In addition to all rights and remedies in respect of the product, which the consumer has under the Trade Practices Act and Individual State and Territory Laws, products manufactured by MLILY Australia carry the following warranty.

TERMS AND CONDITIONS

This warranty does **NOT** include reimbursement for inconvenience, removal, part(s) installation, bed set up, loss of use, shipping, or any other costs or expenses not explicitly covered in this warranty.

In addition, this warranty shall be voided in the following circumstances:

- Damage resulting from misuse or abuse caused by the purchaser or any third party.
- Damage caused by repairs or parts replacement by an unauthorised person.
- Damage caused if the adjustable base has been mishandled (including during shipping), subject to physical abuse or an improper power supply.
- Damaged mattresses, bedding cables, electrical cords or accessories supplied by dealers or any third party prior to written consent by the manufacturer.
- Costs for unauthorised service calls for the purpose of educating the consumer about the MLILY adjustable base or locating proper functioning power outlets.
- Damage if the recommended weight restrictions are exceeded.
- Damage if used in any environment or a commercial setting which was not intended.

Please contact our **Customer Service Department** if you have any problems. You will be required to produce your original proof of purchase from one of our authorised retailers.

If deemed possible we will aim to do all inspections at place of residents, we may choose to inspect at Mlily HO.

Mlily reserves the right to charge an upfront call out fee plus travel costs to inspect your mattress.

If in the sole opinion of Mlily, it is deemed to be a genuine warranty claim, this will be refunded and a new mattress will be supplied.

The new mattress is covered by the original warranty from the date of the original purchase.