
Warranty Certificate

Product identification

The product identification is stated on the production label affixed to the product.

Guarantor:

MATERASSO Slovakia s.r.o.
Oravské Veselé 612, 029 62 Oravské Veselé
IČ DPH: SK2020129969
Manufacturer of Materasso brand beds.

Seller: An entrepreneur who sells the product to the end customer.

Buyer: A natural person who acquires the product for purposes not directly related to their business or professional activity.

Product: Materasso brand furniture, in particular upholstered beds, continental beds and related products.

Warranty period

The product comes with a warranty period of 24 months from the takeover of the product by the buyer, unless agreed otherwise in the purchase contract.

The warranty covers product defects caused in particular by:

- a manufacturing defect,
- a design defect,
- a defect in the material used.

During the warranty period, the buyer has the right to have a product defect removed free of charge. The defect shall be removed by repair or replacement of the product, at the buyer's choice. If the defect cannot be removed by repair or by replacement with the same product, the product or its part may be replaced with another model with comparable parameters. In the event of replacement of the product or its part, the warranty period starts to run anew only for the replaced part. This warranty does not limit the statutory rights of the consumer arising from the applicable legal regulations of the Slovak Republic.

Product inspection upon takeover

Upon takeover of the product, the buyer is obliged to check:

- the condition of the packaging,
- visible damage to the product.

In the event of visible damage, it is recommended:

- to document the damage (photograph),
- to inform the seller or the carrier without delay.

It is recommended to keep the product packaging until the product is fully assembled. Unpacking goods with visibly damaged packaging without prior notification may lead to rejection of the claim.

Product assembly

The product must be assembled in accordance with the manufacturer's assembly instructions.

The manufacturer recommends professional assembly by a qualified person. Professional assembly means assembly carried out by the manufacturer or by an assembly company certified by the manufacturer. A list of certified assembly partners is available on request.

Claims relating to defects caused by unprofessional or unauthorised assembly will not be accepted.

A claim may be accepted only if the product has been properly and correctly assembled in accordance with these assembly instructions. We strongly recommend following the stated steps and instructions exactly.

Liability for incorrect assembly

Defects caused by incorrect assembly are considered to be, in particular:

- cracking or breaking of structural parts as a result of incorrect fastening,
- damage to threads or fasteners,
- incorrect fitting of structural parts,
- instability of the product caused by omission of fasteners,
- damage to the product surface during assembly,
- incorrect fitting of fittings or slatted bases.
- damage caused by the use of unsuitable or incorrect tools
- damage caused by mechanical damage during handling or assembly will not be subject to an accepted claim.

Such damage is not considered a manufacturing defect.

Examples of defects caused by unprofessional assembly

The most common defects caused by an incorrect assembly procedure include:

- breaking or cracking of parts (e.g. headboard, side rails, reinforcements) as a result of overtightening screws or fitting them outside the designated places,
- torn-out threads or stripped screws caused by the use of unsuitable tools or excessive force,
- crooked or misaligned fitting of parts preventing the correct function of the bed,
- instability of the entire structure as a result of omitted joints or incorrect assembly,
- damage to surfaces as a result of handling without protection of parts (e.g. scratches, dents, cuts),
- breakage or deformation of the slatted base or reinforcements due to incorrect placement or use without support,
- damage to fittings due to incorrect fitting or mechanical impact,
- noise or creaking of the bed as a result of loosened joints or faulty assembly steps.

Product use

The product is intended exclusively for indoor use in dry and enclosed spaces. When handling, it is recommended:

- to carry it by at least two persons,
- not to move the product by dragging it across the floor.

It is recommended to use protective pads to protect the floor. It is recommended to regularly check the tightness of fasteners.

The following must not be used for product maintenance:

- abrasive cleaning agents,
- chemically aggressive substances,
- steam cleaners.

For cleaning the upholstery, vacuuming with a soft brush is recommended. It is not allowed:

- to jump on the product,
- to use the product in a manner exceeding its intended purpose.

Natural properties of materials

During use, the following may appear:

- small dimensional deviations (up to approx. 1 %),
- slight softening of foam fillings,
- slight wrinkling of the upholstery,
- permanent deformations (up to approx. 15 % of the height).

These phenomena are natural and are not considered product defects.

Making a claim

The buyer makes a claim with the seller. The claim should contain:

- the buyer's identification data,
- the name or model of the product,
- the date of purchase,
- a description of the defect,
- photographic documentation (if possible).

The seller or the manufacturer may request proof of purchase.

Warranty exclusions

The warranty does not cover, in particular:

- damage caused by incorrect handling or transport,

- incorrect assembly,
- incorrect use or storage,
- mechanical damage after takeover,
- damage caused by pets,
- incorrect cleaning
- natural wear and tear (fading, pilling),
- differences in the structure and shade of wood,
- products sold at a discount due to a known defect.

Information on consumer rights

This warranty does not affect the statutory rights of the consumer under the Civil Code of the Slovak Republic and the Consumer Protection Act.

In the event of an accepted claim, the buyer has the right to choose the method of removing the defect – by repair or by replacement of the product. The seller may refuse the chosen method only if it is impossible or if, compared with the other method, it would require disproportionate costs; in such a case, the defect shall be removed by the other of the stated methods.

If the buyer chooses to have the defect removed by repair, the statutory period of liability for defects is, for contracts concluded from 31 July 2026, extended by 12 months from the performance of the repair.

If the defect cannot be removed, if the seller fails to remove it properly and in time, or if the seller refuses both methods of its removal, the buyer has the right to a reasonable discount on the purchase price or the right to withdraw from the contract under the conditions laid down by the Civil Code.

Sales data

Product model:

Product dimensions:

Date of sale:

Document number:

Seller (name and stamp):

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Seller's signature: