

Warranty Certificate

Dear Customer,

Thank you for purchasing our product. Please read these warranty terms carefully.

Please keep this warranty certificate, your proof of purchase, and the barcode label. These documents are required to properly submit any warranty claim.

This document constitutes a **manufacturer's warranty** for products manufactured after March 1, 2026.

Important Notice – Your Legal Rights

Your statutory rights as a consumer, including those under the Consumer Rights Act 2015 and applicable EU consumer laws, are not affected, limited, or replaced by this warranty.

Manufacturer / Guarantor – MATERASSO Slovakia, s.r.o., Oravské Veselé 612, PSČ 02962, Slovakia

Product – any product manufactured by the company

Seller – business entity selling the manufacturer's products

Buyer (Consumer) – natural person purchasing outside business/professional activity

- Warranty Terms

I. Warranty Period

1. The manufacturer provides a warranty under the conditions set out below. The warranty period begins on the date of delivery, confirmed by proof of purchase. The product has been inspected prior to shipment and meets all quality and safety standards.
2. The statutory liability period is 24 months from delivery, depending on applicable consumer law.
3. Selected products include an extended warranty of 3 to 10 years covering deformation of the mattress core. The exact duration is specified on the product label.
4. The extended warranty is valid only if:
 - the product is registered within 30 days at <http://materasso-support.sk/>
 - proof of purchase and barcode are providedFailure to register does not affect statutory rights.
5. This warranty applies in addition to statutory rights.
6. For display models, the extended warranty begins from the manufacturing date.

II. Scope of Warranty

7. The warranty covers physical defects caused by:
 - defective materials
 - construction defects
 - manufacturing errors

8. The warranty generally does not cover:
 - damage caused by improper transport
 - mechanical damage
 - improper handling, use, maintenance, or storage
 - normal wear and tear
9. Odor or sound, especially during the first days of use, does not constitute a defect.
10. Mattresses should be used in a suitable environment. Damage caused by moisture or insufficient ventilation may not be covered.
11. Permitted dimensional tolerance: $\pm 1\%$ length and width, ± 1 cm height
12. According to EN 1957:2012, permanent deformation up to 15% of the height is considered normal.
13. Deformation exceeding 15% may be considered a defect.
14. Pilling and fabric stretching are natural effects of use.
15. Changing the cover may affect the mattress height and does not constitute a defect.
16. The mattress core may consist of multiple bonded parts.
17. Rolled mattresses reach full performance after 24 hours and must be unpacked within 90 days.
18. The manufacturer reserves the right to replace unavailable components with equivalent or superior ones.
19. Proper support is required (slat spacing max. 6 cm).
20. Mechanical damage to the cover may be excluded unless reported at delivery.
21. Subjective comfort is not covered by the warranty.
22. Foam discoloration is a natural phenomenon.
23. The manufacturer is not liable for health issues caused by improper use.

III. Claims Procedure

24. **How to Submit a Claim**
 Claims can be submitted:
 - through the seller,
 - via the Amazon platform, or
 - directly to the manufacturer

Manufacturer contact:
 Email: reklamacie@materasso.sk
 Phone: +421 905 751 893
25. **Processing Time**
 Claims will be handled within a reasonable timeframe in accordance with applicable law. Typically, processing takes 14–30 days, depending on the nature of the claim.
26. **Product Handover**
 The customer must make the product available for inspection. Delays in providing the product may extend processing time. The product should be properly packaged for transport.
27. **Transport**
 The mattress should be securely packed. Heavily soiled or unhygienic products may be refused.
28. **Extended Warranty Claims**
 For extended warranty claims, the product should be returned to the place of purchase or as agreed with the manufacturer.
29. **Replacement Product**
 A replacement product is not provided during the repair process.
30. **Personal Data**
 Personal data will be processed in accordance with GDPR.