

# Warranty

AND HOW TO CARE FOR YOUR BED

  
*Cloud Nine*®  
*beds for the rest of your life*

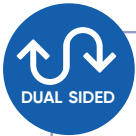


# PLEASE READ BEFORE USE

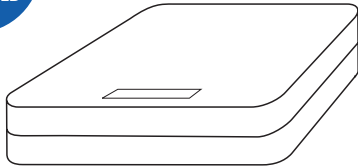
**Our beds are manufactured from the finest materials to the highest standards of workmanship. Your new bed's lifespan will depend on how well it is cared for, so to enjoy maximum comfort for many years to come, please follow these simple instructions:**

- Having been protected by plastic you may find your new mattress has a slight odour. This will disappear as soon as the mattress is removed from the plastic and aired.
- You may find that your new mattress is initially a little too firm. This is normal since your old mattress had most likely lost the support qualities which you are now experiencing from your new mattress.
- If you have not purchased a matching Cloud Nine base, Cloud Nine reserves the right to revoke any warranty or guarantee claim.
- Body impressions of 30 mm to 40 mm indicate that the comfort level is conforming to your body's individual contours. It is not a structural defect, but a normal occurrence in the performance of the mattress. Body impressions are most noticeable in the morning as the surface had been depressed for hours.
- Do not bend or fold the mattress.
- Keep your bedding clean. We recommend a mattress protector or under-blanket.
- Cloud Nine reserves the right to refuse service when the product is found to be in an unsanitary condition or when product failure is due to causes other than defective workmanship or material.
- We do not advise the use of detergents or chemicals on your mattress as this may disintegrate the fabric.

# ROTATION CYCLE (SEE BED LABEL FOR MATCHING ICON)

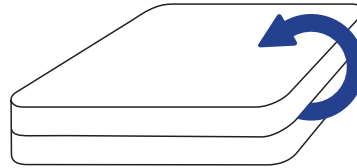


MONTH 1



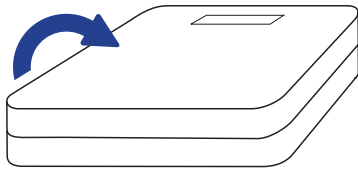
LABEL FACE UP AT FOOT

MONTH 2



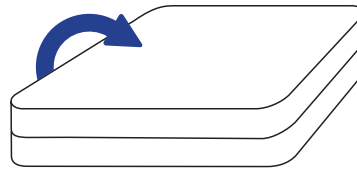
LABEL FACE DOWN AT FOOT

MONTH 3



LABEL FACE UP AT HEAD

MONTH 4

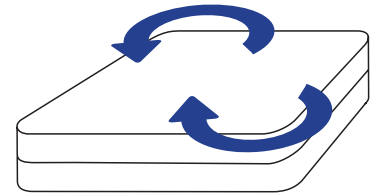


LABEL FACE DOWN AT HEAD

MONTH 5 : Begin the turning sequence again



ROTATE YOUR NEW CLOUD  
NINE MATTRESS FROM  
HEAD TO TOE,  
ONCE A MONTH



# YOUR SERVICE WARRANTY



OR



OR



OR



All Cloud Nine products have a twelve, fifteen, twenty or twenty-five year service warranty respectively. In the unlikely event of a complaint the service warranty will operate in the following manner:

1. During the first two years Cloud Nine will repair, replace, or refund (at Cloud Nine's option) the defective mattress or foundation.
  - 1.1 In the event of repair, Cloud Nine shall be entitled to use a different colour and/or design covering material.
  - 1.2 Should Cloud Nine replace the defective article, the provisions of sub-paragraph 1.1 shall apply. Replacement of one piece will not automatically constitute the replacement of the other piece.
  - 1.3 Should Cloud Nine decide to refund, the amount to be paid shall be restricted to the nett price of the article charged by Cloud Nine to the retailer. Only the defective article will be refunded.
2. After the guarantee period there will be a service charge of one-twelfth, one-fifteenth, one-twentieth or one-twenty-fifth (whichever is applicable) of the current recommended retail price at the date of complaint times the number of years in use, e.g.  $R5999.00 \div 12 = R499.90 \times 5 = R2499.58 + \text{VAT}$  (plus transport costs, if any).
3. The complete article must be used for the purpose for which it was constructed for the entire period of this service warranty and in the event of any claim, the total liability of the manufacturer shall be limited as provided for in sub-paragraph 1.3 above.
4. Cloud Nine reserves the right to refuse services when upon inspection, the article is found to be dirty, stained or in an unsanitary condition, or when the product failure is due to causes other than defective workmanship and materials, or when the identification labels have been removed.
5. If you have not purchased a matching Cloud Nine base, Cloud Nine reserves the right to revoke any warranty or guarantee claim.
6. This warranty applies to the original purchaser only.
7. It is a condition of this warranty that a copy of the original purchase invoice must be provided prior to any warranty claim.

## WARRANTY REGISTRATION

- Have your purchase receipt handy for registration
- Simply **scan this code** or visit [www.cloudnine.co.za/warranty](http://www.cloudnine.co.za/warranty)
- Complete the registration form and submit



Customer Care Centre visit:  
[www.cloudnine.co.za](http://www.cloudnine.co.za)