

TEMPUR PRODUCT GUARANTEES AND WARRANTIES

If the warranty is activated online and completed in full, Pharamline will honor the following guarantees relating to products

General Guarantee Conditions:

- The guarantee is valid only if the Tempur Product is used and handled correctly as per the instructions enclosed with your product. Please make sure you retain them.
- The guarantee relating to mattresses, pillows and small products does not cover normal changes in hardness/softness or properties which do not affect the pressure relieving properties.
- The guarantee covers physical defects and changes which cause a visible, permanent indentation, more than 2cm, in the Tempur material. (This does not apply to loose filled pillows.)
- Complaints should be made to the authorised stockist from whom the product was bought.
- To make a claim under the guarantee you must present the original invoice or sales receipt as evidence of your purchase.

The guarantee does not apply:

- If the TEMPUR instructions for using, cleaning and maintaining the product have not been followed. Or if the product has otherwise been damaged as a result of poor maintenance, or careless use.
- If the product has been bent, squeezed etc in cold temperatures or for a period of time causing the material to tear or be permanently deformed.
- If the TEMPUR Product has been wet or soaked. The TEMPUR Material absorbs fluids and is difficult to dry, which reduces the functionality permanently.
- If the product is very soiled or unhygienic.
- If a TEMPUR Product has been altered or repaired without the permission of TEMPUR.
- To zips on the cover of TEMPUR products unless faulty upon receipt of the product.
- If products are repaired under the guarantee, the original guarantee period is not extended. Please note the guarantee is for repair or replacement only.

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WARRANTEE/

WHAT DOES WARRANTEE COVER INCLUDE OR EXCLUDE

ON	<u>GUARANTEE PERIOD</u>	
Pillows	3 years Guarantee	Physical defect which cause a visible indentation more than 2cm of the Tempur material. Guarantee do not cover normal changes in hardness or properties which do not affect the pressure relieving properties. The guarantee does not apply if product has been wet or soaked or placed in a room where the temperature is more than 22 degrees. If product has been soiled or is declared unhygienic, has been altered or repaired without permission, cleaning instructions have not been followed.
Mattresses	0-5years full guarantee 6-15years guarantee reduced by 10% per annum	Physical defect which cause a visible indentation more than 2cm of the Tempur material. Will not cover a moldy mattress if not on a slatted base. Guarantee do not cover normal changes in hardness or properties which do not affect the pressure relieving properties. . The guarantee does not apply if product has been wet or soaked or placed in a room where the temperature is more than 22 degrees, has underfloor heating, if product has ben soiled or is declared unhygienic, has been altered or repaired without permission, cleaning instructions have not been followed or damaged due to carelessness. If using an electric blanket to be put on the lowest setting before going to sleep to warm up the bed and then switching off after 5 minutes. Sensation deluxe and supreme bed you are not able to was the cover.
Tempurflex	5 years on motor and frame	Not covered if product has been soiled or is declared unhygienic, has been altered or repaired without permission, cleaning instructions have not been followed or damaged due to carelessness. Warranty also not covered if the installation is not one by Pharmaline Products or an accredited installer appointed by us.
Aeroflex	5 years on motor and frame	Not covered if product has been soiled or is declared unhygienic, has been altered or repaired without permission, cleaning instructions have not been followed or damaged due to carelessness. Warranty also not covered if the installation is not one by Pharmaline Products or an accredited installer appointed by us.
Euroflex	1 year on motor and frame	Not covered if product has been soiled or is declared unhygienic, has been altered or repaired without permission, cleaning instructions have not been followed or damaged due to carelessness. Warranty also not covered if the installation is not one by Pharmaline Products or an accredited installer appointed by us.
Adjustable remotes	2 years	If product has been altered or repaired without permission. If the product has been soiled or declared unhygienic. Damaged due to carelessness.
Mattress holders	2 years	If product has been altered or repaired without permission. If the product has been soiled or declared unhygienic. Damaged due to carelessness.
Massage devices	2 years	If product has been altered or repaired without permission. If the product has been soiled or declared unhygienic. Damaged due to carelessness.
Velour/Mattress covers	2 years	Warranty covers sewing defects.

TEMPUR PRODUCT GUARANTEES AND WARRANTIES cont...

Overlays	7 years (on 7cm topper)	Physical defect which cause a visible indentation more than 2cm of the Tempur material. Will not cover a moldy mattress if not on a slatted base. Guarantee do not cover normal changes in hardness or properties which do not affect the pressure relieving properties. . The guarantee does not apply if product has been wet or soaked or placed in a room where the temperature is more than 22 degrees, has underfloor heating, if product has been soiled or is declared unhygienic, has been altered or repaired without permission, cleaning instructions have not been followed or damaged due to carelessness. If using an electric blanket to be put on the lowest setting before going to sleep to warm up the bed and then switching off after 5 minutes.
TEMPUR pillow case and fitted sheets	3 year guarantee	Covers defects in fabric and manufacturing only.
TEMPUR Mattress protector	10 year guarantee	Covers defects in fabric and manufacturing only.
Delisimo and Aeroflex linen	1 year guarantee	Covers defects in fabric and manufacturing only.
Mono Quilt	1 year	Warrantee covers defects in fabric/manufacturing only
Reed Linen	2 years	Warranty covers defects in the fabric and manufacturing only
Accessories	3 years except 2 years on Car Comforter and travel set	Physical defect which cause a visible indentation more than 2cm of the Tempur material. Guarantee do not cover normal changes in hardness or properties which do not affect the pressure relieving properties. . The guarantee does not apply if product has been wet or soaked or placed in a room where the temperature is more than 22 degrees. if product has been soiled or is declared unhygienic, has been altered or repaired without permission, cleaning instructions have not been followed or damaged due to carelessness
Demo mattresses	0-3 years full guarantee 4-11 years warrantee reduced by 10% per annum	Physical defect which cause a visible indentation more than 2cm of the Tempur material. Will not cover a moldy mattress if not on a slatted base. Guarantee do not cover normal changes in hardness or properties which do not affect the pressure relieving properties. . The guarantee does not apply if product has been wet or soaked or placed in a room where the temperature is more than 22 degrees, has underfloor heating, if product has been soiled or is declared unhygienic, has been altered or repaired without permission, cleaning instructions have not been followed or damaged due to carelessness. If using an electric blanket to be put on the lowest setting before

		going to sleep to warm up the bed and then switching off after 5 minutes.
Sleeper Couch	2 year	Covers the mechanism only.
Demo pillows	2 year	Physical defect which cause a visible indentation more than 2cm of the Tempur material. Guarantee do not cover normal changes in hardness or properties which do not affect the pressure relieving properties. The guarantee does not apply if product has been wet or soaked or placed in a room where the temperature is more than 22 degrees. If product has been soiled or is declared unhygienic, has been altered or repaired without permission, cleaning instructions have not been followed.
Demo headboard, frame, ottoman	6 months	Full repair or replace warranty. Not covered if product is soiled or has been altered or repaired without permission or damaged due to carelessness.
Discontinued	Year 1 : 20% Year 2 : 40% Year 3 : 60% Year 4 :80% Year 5: 100%	Discontinued mattress will depreciate per year. Physical defect which cause a visible indentation more than 2cm of the Tempur material. Will not cover a moldy mattress if not on a slatted base. Guarantee do not cover normal changes in hardness or properties which do not affect the pressure relieving properties. . The guarantee does not apply if product has been wet or soaked or placed in a room where the temperature is more than 22 degrees, has underfloor heating, if product has been soiled or is declared unhygienic, has been altered or repaired without permission, cleaning instructions have not been followed or damaged due to carelessness. If using an electric blanket to be put on the lowest setting before going to sleep to warm up the bed and then switching off after 5 minutes.
Metal bases	1 year	Warrantee covers manufacturing defaults only.
Bed bases and Headboards	2 years	Full repair or replace warranty. Not covered if product is soiled or has been altered or repaired without permission or damaged due to carelessness.

PHARMALINE RELATED PRODUCTS – WARRANTIES AND GUARANTIES

<u>DESCRIPTION</u>	<u>WARRANTEE/ GUARANTEE PERIOD</u>	<u>WHAT DOES WARRANTEE COVER INCLUDE OR EXCLUDE</u>
Temprakon quilt	3years	Warranty covers defects in the fabric and manufacturing only.

Temprakon pillows	3 years	Physical defect with a visible indentation of 2cm or more on the Tempur material. Will not cover mold due to solid base instead of slated base. If the product has been soiled or declared unhygienic. If the product has been altered or repaired without permission. Damaged due to carelessness
Homemedics Products: Back massagers Foot massagers	2 years	Guaranteed from defects in material and workmanship for a period of 2 years from the date of purchase. Does not cover damage caused by misuse or abuse, accident, the attachment of any unauthorized accessory, alteration of the product.
Bed bases and Headboards	2 years	Full repair or replace warranty. Not covered if product is soiled or has been altered or repaired without permission or damaged due to carelessness.
Pedestals	1 year	Not covered if the product has been soiled or declared unhygienic If the product has been altered or repaired without permission or damaged due to carelessness. If the cleaning instructions have not been followed
Lamps	1 year	Not covered if the product has been soiled or declared unhygienic. If the product has been altered or repaired without permission or damaged due to carelessness. If the cleaning instructions have not been followed
Human Touch Massage Chair	2 year	Guaranteed from defects in material and workmanship for a period of 2 years from the date of purchase. Does not cover damage caused by misuse or abuse, accident, the attachment of any unauthorized accessory, alteration of the product
Tai Sheng Ronyz	2 year	Guaranteed from defects in material and workmanship for a period of 2 years from the date of purchase. Does not cover damage caused by misuse or abuse, accident, the attachment of any unauthorized accessory, alteration of the product
Tai Sheng 4d Black	2 year	Guaranteed from defects in material and workmanship for a period of 2 years from the date of purchase. Does not cover damage caused by misuse or abuse, accident, the attachment of any unauthorized accessory, alteration of the product