

## 10 Year Koala Warranty Mattresses

At Koala, we design our products with a focus on you - using only high-quality components and materials that align with our values - allowing you to focus on the fun stuff, like relaxing!

That's why, if something does go wrong, we've got you covered with the Koala Warranty.

This Koala Warranty is provided by Koala Sleep Pty Ltd (ABN 18 605 237 090), which has offices at Unit 12, 37-41 O'Riordan Street, Alexandria, NSW 2015, Australia.

### What does this Koala Warranty cover?

Our 10 year Koala Warranty for mattresses covers the replacement or repair of any mattress product that has a manufacturing or material defect where:

- the defect **is not** the result of normal wear and tear, or a natural characteristic of the product or a material used in the product; and
- the mattress product **is** used in the usual course, for its intended purpose and following our recommended care and use information.

This Koala Warranty does not apply to any electrical component that forms part of your mattress product. We provide a 1 year Koala Warranty for electrical components of our products that you can find at this link: <https://koala.com/en-au/warranty>.

This Koala Warranty:

- is personal to you, the original purchaser;
- cannot be transferred to anyone else; and
- is only applicable while you are resident in Australia.

This Koala Warranty begins on the date that you receive your mattress product, and continues for 10 years from that date.

### What isn't covered by this Koala Warranty?

Unfortunately, the following are not covered by this Koala Warranty:

- where the product has been purchased or otherwise acquired from a person or business other than Koala;
- normal wear and tear (including, but not limited to, minor pilling, puddling, fading, stains and discolouration, and normal softening of the product);
- natural characteristics of the product or a material used in the product (including, but not limited to, the shedding of some natural fibres);
- environmental factors outside of Koala's control, such as excessive moisture, heat and cold that causes damage or impairs function to the product (which includes, but is not limited to, damage caused by mould or water);
- where products designed for indoor use are stored or used in an outdoor environment;
- minor changes, movement or settling of foams or cushioning layers that may cause visible or unseen indentations of less than 25mm;

- natural variation or characteristics in materials (including, but not limited to, colours, timber grain and features, minor gaps in plywood edges, variation in batch dyes, weaving processes and odours);
- damage caused by:
  - improper use, cleaning, maintenance, treatment or storage, or otherwise caused by your acts or omissions (including, but not limited to, damage caused by pets);
  - alterations or modifications made to the product;
  - the product being used in an abnormal manner and/or not for its intended purpose; or
  - any third party product (including, but not limited to, another retailer's bed base or mattress);
- where the product is used for commercial purposes;
- any products sold as seconds, returns or similar (including, but not limited to, products purchased from Koala Second Home), or where the defect had been drawn to the customer's attention when it was purchased; and
- any consequential or incidental damage.

## How to make a claim?

Please give us a call on 1800 575 337 or drop us an email via [support@koala.com](mailto:support@koala.com) so we can help get any issue sorted. We will require the following information from you to review a claim:

- details of the defect;
- proof of purchase;
- clear photos of the defect; and
- clear photos of the product or ID label.

Koala will make every effort to promptly review your claim. If we determine that your claim is valid, we will (at our election) repair the defect or replace your product. We may ask you to arrange transport of the original product to Koala for repair or replacement. If the product is discontinued or not available, we may elect to replace your original product with a similar alternative.

This Koala Warranty applies from the date you receive your product and will not restart from the date of any replacement or repair. The replacement or repaired product will get the benefit of the remainder of the original warranty period.

## Consumer Guarantees

The benefits provided under this Koala Warranty are in addition to the rights and remedies of a consumer under the Australian Consumer Law.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.