

General Warranty



SWISS MADE



Swiss Premium Beds

You have made a very good choice!

Thank you for purchasing this Swissflex® sleep system. You can now look forward to many years of healthy and relaxing sleep. Don't worry if, at the start, your new bedding system feels a bit strange – this is quite normal. Your body and your mind may take some time to adjust to the new Swissflex® rest and sleep comfort. If you follow the care tips on the following pages, your Swissflex® sleep solution will give you many years of enjoyment, relaxation and comfort.

Guarantee conditions

For Swissflex® products purchased from an official Swissflex sales outlet, we provide the following warranty terms, subject to the following conditions:

10-year guarantee

Swissflex® slat bases and mattresses

Combined, Swissflex® slat bases and mattresses are a perfectly integrated sleep solution. Swissflex mattresses should only be used on appropriately sized and correctly installed slat bases.

For the first **two years** following the delivery date, we provide a **full warranty** on all Swissflex® slat bases and mattresses. During this period, we will rectify any damage attributable to material or manufacturing defects, free of charge, by repair or replacement. **From the third year** from the delivery date onwards, a graded guarantee is applied based on the purchase price, according to the following stages:

Guarantee claims in	Cost for purchaser
1. st year	0%
2. nd year	0%
3. rd year	20%
4. th year	30%
5. th year	40%
6. th year	50%
7. th year	60%
8. th year	70%
9. th year	80%
10. th year	90%

2-year full guarantee

- **Swissflex® beds and accessories**
- **Swissflex® pillows**
- **Electric motors and electronic components** (except consumables such as batteries).
- **Pressure cylinders** for pneumatically adjustable slat bases

Any warranty entitlement expires after these two years. Both the 2-year and the 10-year guarantee are effective from the delivery date, and apply to material or manufacturing defects. We reserve the right to repair or replace a defective product.

In principle, the buyer is liable to pay the transport and assembly costs. Provision of service under warranty does not interrupt the ongoing warranty period, nor does it mean that a new warranty period will commence.

The following are excluded from our guarantee

- Defects caused by inexpert handling (see care tips) (the use of excessive force, overloading, alterations made by the buyer).
- Defects caused by everyday wear and tear.
- Mattress covers and handles as well as other material covers.
- Soiling/discoloration caused by mildew (mould).
- Consequential loss

Warranty claims may be submitted to any official Swissflex sales outlet (in all countries where our products are sold). Claims must be accompanied by this warranty booklet and the product number (as listed on the label).

Tips for care

Swissflex® slat bases

Manual head and back section adjustment

Depending on the model, Swissflex slat bases can be fitted with one or both adjustment possibilities. To avoid damage, do not sit or stand on the head or back sections when either of the latter are raised.

Pneumatic back section adjustment*

- Only adjust the back section when it is loaded, i.e. when you are lying on the mattress. If adjustment is carried out when unloaded, there is a danger of injury from the rapid upward movement of the back section.
- To avoid damage, do not sit or stand on the back section while it is in the raised position.

Electrically adjustable sit-up beds*

In the event of a power cut while in the sitting position, you can still bring your bed back to the horizontal position.

! * Carefully read the operating instructions before use and observe the safety and care instructions.



Archer slats

The flexibility of the archer slats contributes considerably to your sleep comfort.

- For this reason, you should avoid irregular loading, for example standing on a single archer slat.
- Damaged archer slats should be replaced immediately. (The archer slats consist of multiple glued beechwood laminates, a natural and living material, whose texture may alter during use. This is normal and does not provide grounds for a claim under the guarantee).

Plastic components

The (PVC-free) plastic components guarantee a long service life of the slat base. They are made from high-quality technical polyamide and are already marked for recycling.

Cleaning

The slat base does not require special care. We recommend using a dry cloth for the occasional removal of dust.

Swissflex[®] mattresses

Airing of the bedroom

Regular airing of the bedroom will guarantee a healthy and pleasant climate for yourself and your mattress. A room temperature of 16 - 20° C with air humidity of 45 - 60% is ideal. High humidity in combination with low room temperatures and inadequate ventilation (for example in the case of enclosed bedsteads) can lead to damp stains (mildew). Damage due to damp stains is not covered under the guarantee.

Airing

When using mattress protectors or bedspreads, please make sure they allow air and moisture to pass through in order to assure a good aeration.

Odour development

As with all new things, Swissflex[®] mattresses have a specific intrinsic odour. This disappears completely within a few days and is absolutely harmless.

Form and volume

The core and the cover of Swissflex[®] mattresses consists of soft materials and can change slightly in width, length and height during storage, transportation and use. This will not be detrimental to either the sleep comfort or the quality and forms no ground for a claim under the guarantee.

Piling effect

If used in combination with bed or night clothes made from artificial fibres, mattress covers can be subject to the so-called piling effect (nap formation). As a result, depending on the user and the surroundings, static charging can occur, which can cause the upholstery material to migrate through the cover. Piling formation is not covered under the guarantee.

Cleaning

All mattress covers can be dry-cleaned. Washable models are specially marked. Please follow the care instructions at all times (sewn-in label). We will accept no liability for incorrect washing/dry-cleaning.

For hygiene reasons, mattress cases should be cleaned every 2 - 3 years.

Do not expose the uncovered mattress core to direct sunlight. A soft brush is sufficient for regular cleaning of the mattress. The mattress must not be vacuum cleaned or beaten.

Swissflex[®]-beds and accessories

Aluminium/Titan

Clean with a damp cloth and commercially available cleaners, and then polish with a dry cloth. Do not use scouring agents or solvents.

Metal

Clean with a damp cloth and commercially available cleaners, and then polish with a dry cloth. Do not use scouring agents or solvents.

Glass

Use commercially available glass cleaners to clean and polish the glass. We recommend using a special glass cleaning cloth (dust and fluff free).

Wood

Treat with a duster, damp cloth or a mild furniture cream if required. Do not use furniture polish.

LED reading lamp

Clean with a duster or damp cloth.

Leather Look

– Wipe the headboard with “Leather Look” cover regularly with a damp cloth. If more heavily soiled, add a drop of mild detergent. Do not use cleaning agents/care products containing solvents, scouring agents, grease or oil.

General Warranty



Fabrics

Clean the headboard with using a soft brush or the upholstery brush of the vacuum cleaner. Do not use stain removers. Can be removed and cleaned.

General care instructions

Products in the Swissflex® beds and accessories range are manufactured to the highest standards and are therefore highly durable and require only a minimum of care. They are designed to minimise the settlement of dust on surfaces, which makes them very low maintenance.

Nevertheless, these products can become heavily soiled or very dirty during use. Please do not try to remove persistent stains with your usual cleaning utensils and strong chemicals. Always seek advice from your Swissflex stockist or local chemist.

Irregular by nature

Swissflex almost exclusively use natural materials, which often inherently feature certain irregularities. These irregularities make our materials authentic, unique and charming.

- Veneers and woods characteristically feature irregularities in structure and tinge.
- Varnished materials can show small variations in luminance.
- Highly polished surfaces are created by hand and are therefore never completely homogeneous.

Care for the environment

We set high standards regarding the environmental impact of our manufacturing processes and products. We only use water-soluble mordants and paints, low-formaldehyde wood materials and glues. We do not use any PCP products, and any residual materials are recycled.

If you would like further information or if any problems should arise that are not covered to your satisfaction, please consult your local Swissflex sales outlet or directly under: info@swissflex.com.

The new Swissflex brand promise: 90-day satisfaction guarantee

Since we're confident about the quality we provide, we're offering a satisfaction guarantee: If your customers do not sleep better with a Swissflex sleep system than in their old bed within 90 days, we will exchange it without any hesitation.

Details and procedures

- Full right to exchange mattresses and slat bases (please note, however, that pillows frames and accessories are excluded).
- End customers must contact you after at least 30 days but no more than 90 days after their purchase to register their complaint.
- You must then notify our Internal Sales Department no more than 10 days after receiving the complaint.
- The Internal Sales Department will then provide you with the required return shipping documents and send you the return packaging
- At the same time, you and the customer will select an appropriate alternative product from our range that better meets the customer's needs.
- **The exchange** is done free of charge, but only once for each commission.
- If the exchange is for a more expensive product, the customer is charged the difference but there are no further handling charges imposed.
- If the exchange is for a cheaper product, no credit is given for the difference, but there are no further handling charges imposed.
- You will be responsible for handling the return shipment and for delivery of the exchanged items.
- We will then credit the full invoice amount of the returned items after their receipt in our warehouse. Mattress cores are exempted, you can dispose of them as they do not have to be returned.

Terms and Conditions

- Customers must have slept on the new product for at least 30 days, that is, the body must have had a chance to adjust to the new sleeping comfort.
- When exchanging individual products, the following must be established:
 - customers exchanging mattresses must have been using a functioning and correctly installed slat bases.
 - customers exchanging slat bases must have been using a functioning mattress that is compatible with the system.
- Return shipments must be returned in Swissflex® return packaging.