

WELLNESS® MATTRESS WARRANTY & CARE GUIDE

AKBAR INDUSTRIES

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CARE INSTRUCTIONS FOR LONG LIFE OF MATTRESS

Do's:

- Rotate the mattress by changing the head and tail position every 3 months.
- Always keep your mattress clean, covered, and dust-free.
- Place your mattress flat on the bed.
- Push the opposite corners; rotate the mattress at 90° anti-clockwise.
- We recommend using the Wellness Mattress Protector Cover.
- Use the correct size bed frame. Oversized or undersized frames may lead to damage and void warranty.
- Lift the mattress vertically and place the head-side first.
- Carry the mattress flat on its side to avoid mishandling.
- Allow the mattress to air out after unpacking.
- Push corners C and D anti-clockwise to position it properly.

Don'ts:

- Never fold or bend the mattress.
 - Do not expose the mattress to fire, direct sunlight, or heat.
 - Do not jump or place heavy objects on the mattress.
 - Do not use detergents or cleaning agents to remove stains.
 - Do not spill any liquids on the mattress.
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WARRANTY CARD

THANK YOU FOR PURCHASING A WELLNESS® MATTRESS

We appreciate your trust. Our warranty is an extension of our relationship with you. If you face any issues with the product, we're happy to assist.

WARRANTY COVERAGE

Model Name	Warranty Period
Dream Sleep	24 Months
Spine Comfort	60 Months
Ortho Fit	60 Months
Wellness Supportec	60 Months
Latex Pro	84 Months

WARRANTY TERMS

- First year: Full replacement for any material/workmanship defects.
- After 1st year: Pro-rata basis warranty.

Example:

If a defect appears in the 3rd year of a 5-year warranty for a mattress worth Rs. 10,000:

Pro-rata value = $10,000 \times (2/5) = \text{Rs. } 4,000$

Customer pays = $10,000 - 4,000 = \text{Rs. } 6,000$ for a replacement.

Note: Pro-rata will be calculated on the prevailing price at the time of the warranty claim.

WARRANTY CONDITIONS

- A duly filled warranty card and original invoice must be produced with the defective mattress.
- Akbar Industries covers the cost of repair or replacement only during the first year.
- Transportation costs beyond the first year are not covered.
- Warranty excludes:
- Natural wear and tear

- Improper maintenance or mishandling
- Excessive loading or incorrect usage
- Folding or bending of the mattress
- Damage due to improper/uneven bed foundations or incorrect bed sizes
- Fabric, stains, tears, burns, fluid penetration, and head/iron damage are not covered.
- Normal changes in softness or recovery time for memory foam or latex over time are not covered.
- Comfort preference is not covered under the warranty.
- Body impressions under 1.5 inches are not considered sagging and are not covered.
- Comfort layers can be replaced during the warranty at buyer's cost if worn.
- Warranty claims are subject to Navi Mumbai jurisdiction only.
- Company's decision regarding defects and warranty applicability is final.

WARRANTY REGISTRATION DETAILS

(To be filled by the customer and stamped by the authorized dealer)

Customer Information

- Name: _____
- Address: _____
- City: _____
- Pincode: _____
- Tel: _____
- Email: _____
- Bill No: _____
- Date of Purchase: _____
- Model Name: _____
- Months of Warranty: _____

Dealer Details

- Name: _____
- Address: _____
- Authorized Dealer Stamp