KING
KOIL
WE BRING SLEEP HOME



Your King Koil Warranty Details

Calculating Your Charge For Repair Or Replacement:

Calculating Your Charge Is Quite Simple:
Divide your dealer's current retail price by the total limited warranty, then multiply by the number of years since purchase date on your original proof of purchase invoice.

For example:
Current retail price R4 999 / Total limited warranty 10 Years = R499.90
Number of years since purchase date = 4 years
Charge for repair or replacement (R 499.90 x 4 years) = R1,999.60**
** Excludes transport cost

Please note:

- For invalid claims within the warranty / guarantee period, an inspection fee and a transportation fee will be charged.
- If the King Koil product purchased is no longer available, King Koil will use the retail price of a comparable model.
- In order for the limited warranty to be valid, you must be the original purchaser, and have purchased the sleep set from an authorized King Koil dealer in Southern Africa.
- No inspection or warranty will be honoured if an original purchase invoice is not provided or the labels are not intact, to validate the purchase date and purchaser.
- If identical ticking materials are not available at the time of product service, King Koil reserves the right to substitute the product or material of equal or higher value, including colour matching. Only the faulty item in the sleep set will be exchanged.
- In the event that King Koil repairs or replaces the mattress or foundation, this limited warranty/guarantee will not be renewable nor extended, but continued from the original date of purchase of the repaired or replaced item.
- This warranty is applicable in South Africa, Botswana, Namibia, Swaziland and Lesotho only.

In The Unlikely Event That A Manufacturing Fault Develops During The Warranty Period, Please Inform The Retailer Where You Purchased The Product And Supply Them With The Following Information: Product Name & Size, Date & Proof Of Purchase And Description Of Complaint.

Helpline:
Queries or questions regarding your new King Koil. Email sleepwarranty@bravobrands.com
Call Johannesburg toll free on 0800 016335 for our Customer Care Centre.
Please check your label for model details and have your invoice handy.

Congratulations!

You now own a superior quality King Koil product which has been designed and manufactured with your health and comfort in mind. Please take a moment to read the terms of the Limited Warranty and Care Guide for your new King Koil.

Your new King Koil offers:

	Total Limited Warranty	Guaranteed Repair Or Replacement Period	Service Warranty Period
King Koil Pocket Coil	12	2	10
King Koil Interconnected Coil System	10	1	9

An inspection fee and a transportation fee will be charged for invalid claims within the Total Service Warranty Period. A recovery fee will be charged for unsanitary products within Total Service Warranty Period. If the King Koil product purchased is no longer available, King Koil will substitute with a comparable model at the current retail price.

Caring For Your King Koil:

To maximise your sleeping experience, we recommend that you regularly rotate the mattress. We suggest the following rotation cycle:

- Rotate mattress counter-clockwise (head to toe) then realign the mattress to the foundation.
- The next time rotate again head to toe as indicated.



Your new King Koil mattress has one sleeping surface; this means that you will never have to turn your mattress over (Please note Rotation Cycle). This mattress has upholstery padding, which increases its longevity and support performance. Do not attempt to sleep on the non-sleep surface of the mattress, as it is not made for that purpose.

Sagging VS Body Impressions:



Various components utilized for the comfort layers will settle and could compress due to the weight and shape of the user. This "settling" or compression is not a structural or design defect, but a normal expected result. Compression of upholstery materials of 4cm or less should not be considered as sagging of the mattress. Compression of upholstery layers is not covered under this limited warranty. Sagging occurs when the mattress has a depression greater than 4cm. Your foundation is specifically manufactured to carry mattress impressions – this is not a structural defect.

Maximising Your King Koil Sleep Experience:

- Do carry your King Koil pocket coil mattress flat.
- Do keep your mattress clean.
- Do give your new sleep set time to "breathe" upon removal from its plastic packaging.
- Do replace the foundation when purchasing a new mattress.
- Do rotate your mattress to prolong its comfort and support life.
- Do give yourself time to adjust to the new feel and support of your new mattress.
- Don't smoke in bed. This is a potential fire hazard.
- Do not use an electric blanket as the high temperatures cause compression or sagging and may affect the fillings and fibres of the upholstery layers.
- Don't stand or jump on your mattress.
- Don't bend your mattress as this may cause damage to the innerspring unit.
- Don't remove the label on your mattress - this serves as a means of identification to establish your warranty period and rights
- Don't allow your mattress to get wet - this may affect the filling layers, causing them to compress and become damaged. This may also occur when a Retailer applies a Fabric Protection Treatment after manufacture and re-inserts the mattress into its packaging.

Not Covered By This Limited Warranty:

The guarantee covers product failure caused by defective workmanship or defective materials ONLY.

- King Koil reserves the right not to handle items for repair if it is marked, stained, burnt or in an unsanitary condition.
- Any fabric protection additive applied after manufacture, nullifies this warranty.
- Transportation or inspection costs.
- Cloth handles and mattress foundation stitching pulling loose after 4 months of purchase.
- Comfort or firmness preference, or suitability for any person's specific medical condition.
- Bed height and sheet fit.
- Mattress or foundation damages due to abuse (bent border wire, jumping on, walking on or bending the product).
- Mattress damage due to an inappropriate foundation being used. A mattress is designed for full performance when used in conjunction with its matching foundation as part of a full sleep set.
- The decision to repair or replace will be at the sole discretion of King Koil.
- Normal body impressions up to ±4 cms - These are a normal occurrence in your new King Koil bed and are an indication of the natural settling of the fillings conforming to your body's contour and weight distribution.
- When product failure is due to causes other than defective workmanship and materials.
- If the product has been altered structurally in any way by the consumer or other parties.
- When product identification labels have been removed this immediately invalidates the warranty.
- Damages caused by continual use of an electric blanket, as the high temperature will cause the fillings and fibres in the upholstery layers to compress or flatten.
- King Koil shall not be liable for incidental or damages, which result through the use of the product.
- King Koil reserves the right to substitute materials or models of comparable quality, and does not guarantee that the fabric of the replacement piece will match.