



UNDERLAY WARRANTY

This is a warranty against faulty workmanship and materials in your new Sleepyhead Flooring Underlay product. Please retain your proof of purchase for the Sleepyhead Flooring Underlay as you will need it in the unlikely event that you may need to make a claim.

This warranty applies only in New Zealand and is given by Sleepyhead Flooring, a division of New Zealand Comfort Group Ltd ("Comfort Group") for Sleepyhead Flooring Underlay products ("product") supplied to you by our authorised retailers.

Please follow all recommendations and instructions for use, care and maintenance as well as the care instructions of your carpet manufacturer. Failure to do so may mean this warranty will not apply.

Duration:

This warranty commences on the purchase date of the product as shown on the invoice, receipt or other evidence of purchase and is valid for the warranty period. The warranty period is the life of your new carpet when laid on your new Sleepyhead Flooring Underlay. Please note that underlay that is seconds, used or otherwise not first grade is specifically excluded from this warranty. Following a claim under this warranty, the original warranty period will continue to apply and will not be extended or changed as a result of repair or replacement under this warranty.

How to claim:

If a manufacturing fault appears within the warranty period, you may make a claim under this warranty at the address set out at the end of this warranty card. You may also make a claim under this warranty by asking the authorised retailer you purchased from to lodge your warranty claim with us on your behalf. In that case we may respond directly to you and/or the retailer.

We will give you a claim number and assess your claim. We may request photos of your product to help determine the appropriate course of action and we may need to inspect the product in situ. We reserve the right to charge reasonable inspection costs if the problem or defect is not due to a fault/issue covered by this warranty.

What we will do:

After reviewing your claim and any inspection if we are satisfied there is a manufacturing fault in our underlay for which we are responsible we will at our option either replace or repair the underlay (or the affected portion if applicable) or provide a credit or refund.

If identical product is not available at the time of repair or replacement, we reserve the right to substitute the product provided it is of substantially equivalent quality and type.

What is not covered by this warranty: We are not responsible under the terms of this warranty for issues arising due to factors other than due to our faulty workmanship and materials. By way of example only, the following are not manufacturing faults and are not covered by this warranty:

- a. Wear and tear including normal indentations and softening.
- b. Damage caused by wilful abuse, misuse, neglect.
- c. Damage caused by accidents or unintentional impacts.
- d. Failure to promptly attend to spills on the carpet and/or using inappropriate cleaning methods.
- e. Damage or loss of performance due to the floor under the underlay being unsuitable, unstable, uneven or otherwise defective.
- f. Damage caused during installation or arising due to poor installation methods.
- g. Issues related to comfort choice or intended use (e.g. choice of density, thickness)
- h. Use other than indoors.

Except to the extent permitted by law, nothing in this warranty limits or affects your rights under the Consumer Guarantees Act 1993 or other applicable law.

Address for warranty claim:

Sleepyhead Flooring

New Zealand Comfort Group Ltd

Online: <https://www.sleepyheadflooring.co.nz/contact-us/>

Email: info@sleepyheadflooring.co.nz

Telephone: 0800 753 377

Mail: Private Bag 93315, Otahuhu, Auckland 1640

Courier: 41-71 Great South Road, Otahuhu, Auckland 1062,

See our privacy policy at www.thecomfortgroup.co/privacy-policy.

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