

WARRANTY



Cloud Nine

The magic of sleep. We make it happen

CONFORMS | SUPPORTS | COMFORTS



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Congratulations on joining hundreds of people worldwide who understand the importance of sleep and appreciate how a good night's sleep improves and adds a zest to their waking life.

At Poly Products, It is our endeavor, to make that great night's sleep possible for you. For three decades we have been applying technology to offer you an ever improving sleep surface.

Your mattress is a product of great care and attention. You have made the right choice for years of undisturbed sleep.

Enjoy,

Syed Anwar Ahsan
General Manager
Poly Products LLC
Sultanate of Oman



WHAT IS COVERED?

- Faulty materials and/or faulty workmanship.
- Body indentations of more than 4cms.
- Breakage of Coils.
- Coils or wires that rip the fabric.

WHAT IS NOT COVERED?

- Comfort preferences.
- Bent border or grid wires.
- Damage as a consequence of weak or improper base support. (We hence recommend use of a firm non-yielding foundation.)
- Merchandise sold as distressed, sample or showroom model.
- Mattress handles.
- Claims outside the country of purchase.
- Body Indentation of 4cms or less. (This is considered as normal compaction of upholstery materials since such body impressions are only an indication that the comfort layers are conforming to your body shape.)
- Bed Height.

OUR LIABILITY

THE WARRANTY BECOMES VOID WHEN...

- The mattress is burnt, soiled or stained and there is evidence of improper care, abuse, unsanitary conditions or bed bugs or damage by flooding.
- The mattress has been used with an improper foundation with inadequate support.
- A two sided mattress is not rotated as per the calendar labels.
- The original invoice and proof of purchase or the stamped warranty card is not produced.
- The border wire is bent. The border wire holds the construction of the bedding and it can only be bent by excessive use of force.
- A claim is made by anyone other than the original purchaser.
- If any labels affixed to the mattress are found removed.

The limited warranty runs from the original date of purchase and is provided only to the original purchaser. If a manufacturing defect is identified within the scope of this warranty we shall repair or replace at our option. We reserve the right to substitute materials by equivalent or superior quality. Since fabrics are constantly upgraded we do not guarantee that the replaced mattress will have the same fabric. Repair or replacement does not extend or begin a new warranty period. We are not liable for any incidental or consequential damages arising out of the use of this product or the inability to use this product. We do not warrant that product is suitable for any person's medical condition. In no event shall our liability exceed the original purchase price of the product.

The Do's

- Do give your new mattress time to air after removal of the plastic packaging.
- Do carry the mattress vertically on its side, while moving it.
- Do use a mattress protector / pad to keep your mattress hygienic and clean.
- Do use a firm supportive non yeilding foundation.
- Do check your bed / box spring for rigidity when you are purchasing just the mattress. (An old foundation may not provide sufficient support.)

The Do Not's

- Do not bend, fold or jump on the mattress as damage can occur.
- Do not use dry cleaning fluid on your mattress.
- Do not smoke in bed.
- Do not remove any labels from the mattress.
- Do not bend the mattress while transporting.
- Do not place the mattress on a base which is sagging. (The base should be rigid and non-yielding with the required supports.)
- Do not use the mattress handles for lifting / pulling the full weight of the mattress.

WARRANTY PERIOD

Cloud Nine Warranty

Code No.	Model	Limited Warranty No. of Years	Repair / Replacement at No Charge No. of Years	Calculation of Repair / Replacement Charges after No Charge period
C91 C92 C9WCE C9CO	SENSUOUS SPLENDOUR RIVERA DIVINE BEAULIEU GROSVENOR SHANGRI-LA RENAISSANCE VERSAILLES HEAVENLY INSIGNIA ULTRA CELESTE	10	7	Divide your Purchase Price by 10 and multiply by the number of years since your Purchase. Round off to the nearest whole year.
C9E C9C1 C9C2	IMPRESSIONS ESSENCE CASHMERE RETREAT MORNING RENEWAL EVENING RETREAT	7	3	Divide your Purchase Price by 7 and multiply by the number of years since your Purchase. Round off to the nearest whole year.
C9 C9WC C9C	WEST END (PT) CRESCENT CLASSIC EXPECTATIONS ALLURE, ALLURE (PT) SWEET SLEEPER CELESTIAL INSIGNIA INSIGNIA PLUS FOREVER INN KEEPER	5	2	Divide your Purchase Price by 5 and multiply by the number of years since your Purchase. Round off to the nearest whole year.
Transportation for collection and delivery payable by Customer				

CUSTOMER AND
PURCHASE DATA

☐ Mattress

☐ Mattress plus Base

Model _____Size _____

Invoice No. _____Date _____Amount _____

Customer Name _____

Address _____

Tel No. _____Email _____

Dealership

Signature & Stamp



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