



Silver Lining Mattress – WARRANTY

By buying a Silver Lining Mattress or base set you bought a top-quality product and by following the simple maintenance technique detailed below your new mattress will give you many years of comfort and support.

As the best natural and synthetic materials are used in all Silver Lining Mattress Products, body impressions might be noticed in the settling phase of your mattress. **These are not structural defects, but natural settling of these materials which have conformed to your individual body contours.**

Each Silver Lining base is specially designed to complement all Silver Lining mattresses, and will carry a 12-month guarantee.

Do not bend, fold or roll the mattress as distortion of the spring system will occur. In the unlikely event that a defect is observed in a Silver Lining Mattress, the retailer from whom the product was purchased should be contacted. If the retailer cannot be contacted the consumer should write directly to the manufacturer.

In either case the consumer will be required to provide proof of purchase (invoice), detailing date and place of purchase. During the 12-month guarantee period, BCI GROUP will undertake to repair or replace the product at BCI GROUP'S sole discretion, and at no extra cost to the purchaser, excluding any transport costs which will be for the consumers' account.

The Silver Lining Mattress service warranty period starts on the date of purchase and remains in effect should the unlikely need arise to repair or replace the mattress more than once during the period and will continue on a pro-rata basis. Please see page 3 for service warranty information.

In the event BCI GROUP needs to repair the mattress, a usage charge will be calculated on the number of years from date of purchase divided into the current retail price at the date of complaint. For example, a 4-year-old base set with a 10-year service warranty: $4/10 \times$ the current retail price at the date of the complaint, plus any transport costs. This usage charge is for the consumers' account.

The service warranty does not extend to the covering material. If identical material or ticking are not available at the time of repair or replacement, BCI GROUP reserves the right to substitute covering materials of equal quality, but not necessarily the same colour or design. Should a consumer request the covering material to be replaced, it will be for their account.

EXCLUSIONS:

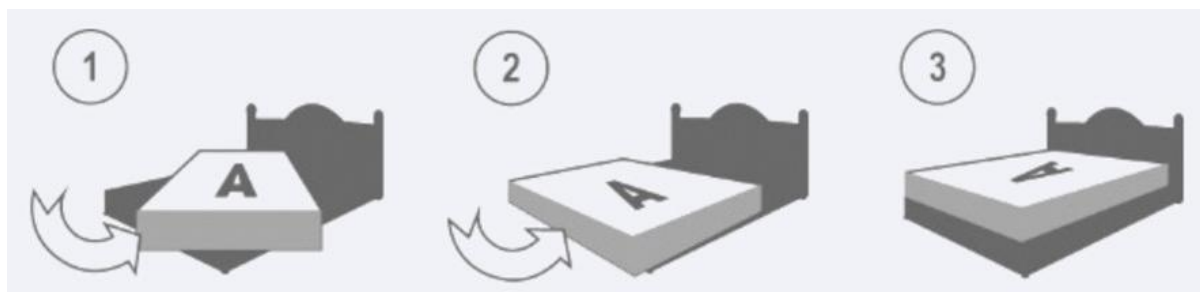
The following, as judged solely by an appointed BCI GROUP representative, shall be excluded from the service warranty:

1. Soiled, unsanitary, burnt or torn goods
2. Goods subject to abnormal wear and tear
3. Goods with no proof of purchase
4. The Silver Lining Mattress warranty is valid only to the original purchaser
5. The mattress not being used on an acceptable base
6. Failure due to causes other than defective construction, material or workmanship
7. Border wires which have been bent
8. Products where the label has been removed
9. Any product that was supplied at a discounted price or clearance transaction
10. If it can be proven that the simple maintenance technique was not followed
11. If the weight suggestions were not adhered to

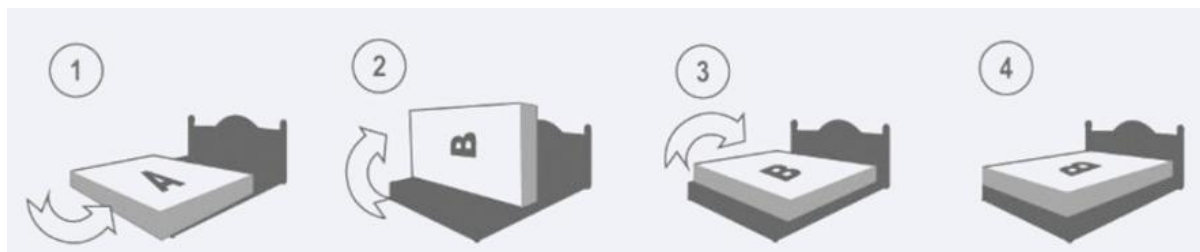
THE MAINTENANCE TECHNIQUE:

Turning sequences are suggested as follows:

One sided Non-Turn Mattress:



Two-sided Mattress:



WARRANTY DETAILS AND DESCRIPTION:

Essential Rest – 3 Year / 60 kg p/p	12 Month Guarantee, running concurrently with 3 Year Service Warranty
Essential Plus – 5 Year / 90 kg p/p	12 Month Guarantee, running concurrently with 5 Year Service Warranty
Essential Pillow – 8 Year/100 kg p/p	12 Month Guarantee, running concurrently with 8 Year Service Warranty
Heritage 1 – 10 Year / 100 kg p/p	12 Month Guarantee, running concurrently with 10 Year Service Warranty
Heritage 2 – 12 Year / 100 kg p/p	12 Month Guarantee, running concurrently with 12 Year Service Warranty
Legacy 1- 15 Year / 120 kg p/p	12 Month Guarantee, running concurrently with 15 Year Service Warranty
Legacy 2 – 15 Year / 130 kg p/p	12 Month Guarantee, running concurrently with 15 Year Service Warranty
Ambassador – 20 Year / 130 kg p/p	12 Month Guarantee, running concurrently with 20 Year Service Warranty
All Bases	12 Month Guarantee

Siesta Non-turn -2 year / 90 kg p/p	12 Month Guarantee, running concurrently with 2 Year Service Warranty
Siesta Turn and rotate- 2 year / 90kg p/p	12 Month Guarantee, running concurrently with 2 Year Service Warranty
Delux Foam Turn & Rotate 5 year/ 90 kg p/p	12 Month Guarantee, running concurrently with 5 Year Service Warranty
Iconic Soft Turn & Rotate 8 year / 120 kg P/P	12 Month Guarantee, running concurrently with 8 Year Service Warranty
Iconic Firm Turn & Rotate 8 Year / 120 kg P/P	12 Month Guarantee, running concurrently with 8 Year Service Warranty

BCI GROUP RETURN POLICY AND PROCEDURE:

In the unlikely event that a defect is observed please note our return policy and procedure will be as follows:

1. The consumer should report the matter to the retailer where the product was purchased and present the proof of purchase.
2. The retailer should contact BCI GROUP, the manufacturer, as soon as possible to report the matter. This can be done by email to info@bcigroup.co.za
3. A reference number will be allocated to the retailer, for ease of reference.
4. Arrangements will be made for the collection of the product, and a return delivery date will be given to the retailer.

5. On receiving of the defected product by BCI GROUP, the Production Manager will investigate the product and on their sole discretion determine the extent and reason for the defect, as well as the solution to the defect; they will make a decision regarding repair or replacement of the product. The verdict will be communicated to the retailer in writing with a planned completion and delivery date. It should be noted that BCI GROUP does not offer any loan product for the duration of the assessment and/or repair process.
6. If no proof of purchase can be given it should be noted that all warranties are null and void.
7. BCI GROUP will not be liable for any transport costs of the defected product to or from the consumer and retailer, this will be for the consumers' account.
8. In the event that the retailer cannot be contacted, the consumer can contact BCI GROUP directly in writing or per email to info@bcigroup.co.za