

KITSET BED BASE

WARRANTY

Thank you for your purchase.

We invite you to register your purchase at <https://customercare.thecomfortgroup.co>

Registering your purchase will mean we have your details should they be needed in the future. You can also opt in to receive information on how best to care for your base.

IMPORTANT: *Please read*

1. This warranty applies ONLY to faulty workmanship or materials. It does not apply to fair wear and tear.
2. In the event that a base is faulty, it is a condition of this warranty that the base is able to be returned in a clean condition.
3. The original purchase receipt showing the date of purchase must accompany any warranty claim.
4. Use only clean soapy water and a damp clean cloth to remove a stain or a mark. Use of any other cleaning agent (e.g. dishwasher or laundry detergent) will void this warranty.

Kitset Base warranty:

The Comfort Group offers you as the original purchaser (“purchaser”) of a new The Comfort Group Kitset Base (“product”) a 2 year structural warranty against faulty workmanship or materials affecting the structure of the base on the terms set out in this warranty card. Please retain this warranty card, along with the store receipt as proof of purchase. This warranty is only valid in New Zealand and is not transferable.

It does not apply to product that is used/second-hand or sold as floor stock or ‘seconds’.

Please read and follow all of our recommendations and instructions for use, care and maintenance as misuse will void your warranty. You can find these at

<https://customercare.thecomfortgroup.co>

Duration:

This warranty commences on the date of your purchase receipt and is valid for 2 years (“warranty period”). Following a claim under this warranty, the original warranty will continue to apply for the balance of the original warranty period but will not be extended or changed as a result of repair or replacement under the terms of this warranty.

How to claim:

If a manufacturing fault appears within the warranty period, you may make a claim under this warranty via <https://customercare.thecomfortgroup.co> or call 09 276 9300. You must claim under this warranty within a reasonable time of discovering that there may be a manufacturing defect. A claim number will be generated and an assessment will be made by our Technical Department. We may request photos of your product to help determine the course of action and assist swift resolution of your issue. If based on the photos we determine that your issue is not covered by this warranty claim but you wish your product to be examined further you may arrange with us to return the product to our nearest nominated factory however you will be required to meet freight and inspection costs. You may also make a claim through the retailer you purchased from. The retailer will lodge your claim with us on your behalf. We may respond directly to you and/or the retailer. If after inspection we are satisfied there is a manufacturing fault we will, at our option, either replace or repair your base within a reasonable period of time. We reserve the right to refuse warranty service and this warranty will no longer apply if the product is found to be in an unsanitary condition.

Availability of spare parts and replacements:

If identical materials or the same model are not available at the time of repair or replacement, we reserve the right to substitute materials or model of substantially equivalent quality and type. We are not required to match replacement fabric/materials.

What is not covered by this warranty:

This warranty applies only to faulty workmanship or materials. The following examples are not manufacturing or workmanship faults and therefore are not covered by this warranty:

1. Normal wear and tear.
2. Faults caused by wilful or accidental abuse, misuse, neglect, and any damage caused by transportation or storage.
3. Minor manufacturing anomalies that do not affect the performance of the base (such as missed stitching).
4. Fading or bleaching or other damage due to exposure to sunlight.
5. Delay in making a warranty claim within a reasonable period including damage that is exacerbated or damage caused to other components by such delay.
6. Damage to bed legs or base due to the base legs not being secured tightly in place at all times.
7. Damage due to incorrect assembly of the product.

Fair wear & tear:

The period stated by this warranty covers only manufacturing faults. This warranty is valid only if the product was purchased in New Zealand from a Comfort Group authorised retailer and located in New Zealand at the time of the warranty claim.

Kitset Base is distributed by The New Zealand Comfort Group Ltd (“The Comfort Group”):

AUCKLAND:

41-71 Great South Road, Private Bag 93315, Otahuhu, Auckland, 1640, Ph: 09 276 9300.

CHRISTCHURCH:

4 Sir James Wattie Drive, PO Box 16247, Hornby, Christchurch 8042, Ph: 03 349 5972

KITSET BED BASE

INSTRUCTIONS



Scan QR code for video instructions.

1. Unbox all parts, being careful not to cut through the packaging as this may damage the base.



2. Screw in legs (6 x legs)



3. Slot the ends of the side rails into the head rail using the attached fixings.



4. Slot the ends of the side rails into the foot rail using the attached fixings.



5. Slot the centre rail into the fixings in the head and foot rails.



6. Unroll the slats, ensuring they are evenly spread and seated correctly on the side rails.



7. The kitset base is ready for your mattress to be positioned on top of the slats.

