

# Mattresses

## Warranty

**1-5** Limited  
YEARS Warranty  
Included

[metercube.com/warranty](https://metercube.com/warranty)

**metercube**

## **Congratulations on your excellent choice of sleep comfort**

This document contains tips on taking care of your Metercube mattress as well as warranty guidelines and process. We advise you to read the warranty document and understand the contents. Metercube, with expertise in world-class mattresses, offers a wide range to help you select the one that is most suited to your needs. Our professional service and support till the end of warranty period is always at hand for your convenience. We go to great lengths to ensure that our mattresses are always as good as new. When it comes to giving you the restful sleep you need, we don't compromise. For instance;

1. The warranty provided by us is precisely ensured by the Cornell mattress tester imported from **Leggett & Platt, USA**, a trusted name worldwide
2. Each and every element that goes into making our spring mattress is manufactured at Metercube's hi-tech facility, in order to exercise complete control over the quality of the mattress at all stages of production

## **Taking care of your Metercube mattresses**

While our mattresses give you long-term durability, there are measures you can take to prolong the life of your mattress:

- When you bring your new mattress home, release the straps and let the mattress unroll. Cut open the seam carefully with the scissors (Care to be taken, not to damage the fabric). The mattress will gradually inflate
- Remove the covering plastic and 'air' it for some time before using it. This ensures that the odour of plastic vanishes completely
- Ensure to keep the quilted portion on the top while placing the mattress on the bed
- The mattress will resume to its original shape and volume within 96hrs
- Keeping bedding clean prevents germs and bacteria from infesting the mattress
- Follow the care label attached to your mattress for further care instructions
- Rotate the mattress after every 3 months of use, from head to foot, so that the sleeping surface on both sides are used and you get the desired support and comfort for a much longer time
- Ensure that no liquid is spilt on the mattress. A stained or soiled mattress will not be covered under warranty

Spring Mattresses lower than 20cm in thickness could sometimes create slight noise according to the shifting/movement of weight that is on top of the mattress. This noise should not be a cause of concern as it is not a manufacturing defect but only the springs re-adjusting to the change in weight.

For your mattress to give you comfort for a longer period, here are some points to bear in mind:

- Choose a bed of appropriate size that suits your individual needs
- Handles are provided to aid in shifting/rotating the mattress only. Please allow two people to lift/rotate a single mattress
- Do not expose your mattress to fire or fire source
- Avoid placing your mattress near heaters or open flames
- No ironing/hot pressing to be done on the mattress
- If the mattress is dampened, dry it under the fan instead of direct sunlight
- Children love jumping on beds, but mattress abuse by standing or jumping will reduce its life
- Occurrence of body indentations is normal, as the springs in the new mattress confirm to your body contours
- Tolerance for all dimensions is plus or minus 12mm
- Please read and understand the instructions in the warranty card carefully for maximum performance of the mattress

## **Your sleep, our guarantee**

Each Metercube mattress comes with a warranty of 2 to 5 years against manufacturing defects. Our mattresses would be checked and attended to, if any defect is discovered within the warranty period.

## **The warranty process**

Please note: Without a copy of your invoice, you have no warranty as we regularly purge our computer files, we recommend you keep a copy of your original invoice under your mattress or elsewhere safely.

If your mattress is found to be defective, we reserve the right to repair or replace. If defects or damage cannot be determined by review of digital photos, you may be asked to send your mattress to the Metercube store/factory.

Should we then decide to replace a mattress, please be advised that the replacement may not match your original mattress.

## What is covered

A mattress warranty is your protection against defective workmanship or product failure. This includes, but is not limited to, defects such as coils or wires that come loose or poke through the fabric, excessive coil or foam compression.

## What is not covered

The following is a general list of what's **NOT** covered under our mattress warranty:

- The cost of transportation to and from your home
- Comfort issues (unless related to a defect)
- Body impressions that measure lower than 37mm
- Mattress placed on an inadequate foundations or bases or slats
- Normal wear and tear
- Fabric/Foam/Padding material damage due to hot press or hot iron being used on the mattress
- Damage related to obvious abuse (walking, jumping or standing on)
- Normal changes in softness or recovery time of high density foams, including memory foam due to normal temperature or humidity
- Pilling or Balling of knitted fabrics are not manufacturing defects and hence not covered by this warranty. Pilling/Balling being superficial will not affect/change either the comfort or the support that the mattress is meant to provide
- Fabric issues (unless it is affecting the support or comfort) are generally not covered by this warranty
- Stained or soiled mattresses
- Sagging due to a lack of proper frame support
- Loose threads, peeling or stretching of fabrics
- Damages to mattress handles
- Burns, cuts or tear
- Accidental damages at the users end

To the extent permitted by law, this warranty is not transferable and will automatically terminate if the original purchaser sells or otherwise disposes of the metercube mattress.

This warranty gives the purchaser specific legal rights. Other rights, which vary from jurisdiction to jurisdiction, may exist. In addition, some jurisdictions do not allow (i) the exclusion of certain warranties, (ii) limitations on how long an implied warranty lasts and/or (iii) the exclusion or limitation of certain types of costs and/or damages, so the above limitations may not apply.

**This warranty is only valid in India.**

Legal Jurisdiction: For all Claims/Disputes arising out of perceived breach of Warranty, the jurisdiction will be limited to courts in Bangalore only.

SI No.	Item name	Mattress Description	Thickness	Warranty Years
1	Tresor	Pocketed spring mattress	24 cm	5 years
2	Luxur	Spring mattress	18 cm	4 years
3	Dulcis	Foam mattress	10 cm	3 years
4	Gemma	Spring mattress for kids	12 cm	2 years
5	Kospa	Foam mattress for kids	10 cm	2 years
6	Enchant	Spring mattress for extendable bed	12 cm	2 years
7	Allay	Foam mattress for extendable bed	10 cm	2 years
8	Seren	Memory foam mattress Pad	8 cm	2 years
9	Opasha	Foam mattress Pad	5 cm	1 year
10	Hush	Foam mattress Pad	3.5 cm	1 year

\* Note: Warranty coverage runs from the original date of purchase and replacement/repair of mattress does not extend its warranty or begin a new warranty period.

**You must have the original copy of the invoice with you to avail the benefits of the warranty.**

