



QUALITY ASSURANCE

Welcome to the Mouka family! Mouka has been adding comfort to life since 1959 with our wide range of mattresses, pillows, and other products. The brand name Mouka is synonymous with unrivalled quality; assuring you of the most comfortable and healthy night's sleep. We have delivered consistent quality products for decades due to a combination of ***the latest technology in our world-class facilities*** and ***dedicated people behind the brand.***

We pride ourselves in the remarkable craftsmanship of our products. Our unique formulation, stitches, cuts, and our attention to intricate details provide the ultimate sleep experience that you deserve. We have confidence in what we produce which is why we offer warranties on our products.

OUR LIMITED WARRANTY

Our Limited Warranty covers the lack of conformity; in other words, when the product does not conform to the prerequisites, for the use for which it was manufactured or when it presents defects of origin/manufacture. In no case does the warranty cover the wear, inadequate use or comfort preference of another mattress. The warranty starts on the date of purchase/delivery of the mattress and lasts until the end of 3, 5, or 10 years as the case may be. Our mattress warranty is governed by and subject to the terms and conditions stated below:

ALL FOAM MATTRESS

- **Collapse:** This is a situation where the mattress has visibly caved in by over 30% of its original height.
- **Deflection/Depression:** This is when there is a partial or total loss in height of 20% but less than 30% of its original Mattress height.
- Deterioration causing sagging or body depressions/indentation that measure >15% on average of the portions of the mattress original height, only if the mattress has been continuously supported by a matching level foundation (or equivalent) and used with an appropriate frame with center support that extends to the floor.
- Any physical flaw in the mattress that causes the foam material to split or crack, loosening, or splitting of the side stitching as long as the mattress has not been handled improperly.
- Deterioration of the ticking provided there was no contact with any corrosive or hazardous substance.

HEIGHT OF MATTRESS	LOSS IN HEIGHT TO GUARANTEE WARRANTY
Less than 20cm (8")	More than 2cm (20mm)
More than 20cm (8") less than or equal to 31cm (12")	More than 3.5cm (35mm)
More than 31cm (12") less than or equal to 36cm (14")	Bigger than 6cm (60mm)
More than 36cm (14") less than or equal to 41cm (16")	Bigger than 8cm (80mm)
More than 41cm (16")	No warranty – Special/customized height

INNERSPRING MATTRESS

- Spring unit failure resulting in loosening of the wires or coils, broken or protruding through fabric.
- And the conditions stated in foam mattress above.

MATTRESS FOUNDATION & BASE

- Broken or loose support elements.

- Compression or un-stapling of support elements.
- Broken or loose grid top
- Splitting of the wood frame
- Loose, bent or defective wood beams
- Sagging, but only when continuously supported with an appropriate frame with rigid center support.

EXCLUSIONS

- A normal increase in softness of the foam which does not affect the pressure-relieving qualities of the mattress.
- Body depression less than 10% of mattress original height. These are a normal increase in softening and settling of the flexible foam core.
- Defects caused by physical abuse or damage to any aspect of the product, including but not limited to fabric stains, soiling, fluid penetration, tears or burns, cuts, tears, liquid damage.
- Damage of the mattress or foundation due to misuse or abuse.
- Damage caused by *Acts of God* or other natural forces.
- Any damage stemming from machine washing and/or drying, including, but not limited to, the clumping together of the internal materials.
- Transportation and inspection costs.
- Use other than normal domestic use like bedding used in hotels, motels, or institutional facilities.
- Bedding height and comfort preference requiring hybrid or specific formulations or building.
- Bent perimeter border rods due to moving or bending the Mattress.
- Special sizes / Customized Mattresses and mattresses with heights above 16" are not warranted.
- Moulds, bugs, dust mites, odors, burns or dirt resulting from poor mattress care.
- Deflection localized by the edges which therefore shows that the mattress was not used for its intended purpose to support the weight of the body evenly.
- Normal wear and tear that occurs under standard domestic use and handling.
- Any claim made other than for the benefit of the original purchaser.
- If you purchase a mattress and only the cover is defective (and not the mattress), we will only replace the cover and not the whole mattress.
- Any mattress (whether manufactured by Mouka Limited or not) sold by a reseller who is not an authorized distributor at the time of purchase.
- Mouka reserves the right to refuse to collect and/or dispose of any unsanitary mattress.
- Mattress or Beds Corner guards and packaging clips are excluded.
- Whenever a product has been abused, neglected, or even undergone aesthetic and/or functional changes, as well as repairs carried out by third parties.
- A tolerance of $\pm 10\text{mm}$ is given for Mattresses dimensions, therefore only mattress deviations beyond this tolerances will be considered as wrong sizing and can be reworked on replaced. These consequences do not affect the comfort and firmness of the mattress and cannot be the subject of a complaint.
- If the mattress shows signs of mould due to manufacturing defects, it will be visible when it is removed from its packaging or on the following days. If it appears over time and with normal use, it will be due to the ambient conditions of the room or to the external conditions to which the mattress is subjected and is therefore not considered.
- Mattress Toppers made with Viscoelastic (memory) and latex Foams experience slight changes in softness and recovery time over time. This does not affect the pressure-relieving qualities of these mattresses.

IMPORTANT INFORMATION

Mouka Limited reserves the right to refuse service and invalidate the warranty when the mattress, even if defective, is in an unsanitary condition (due to blood or bodily fluid stains or soiling, infestation or other abuse), when the Mattress has evidence of damage from liquid penetration, cleaning or the use of cleaning fluids, or whenever the product failure is caused by factors other than defective workmanship or materials. For the health and safety of anyone who would be required to dispose of, or otherwise handle, the Mattress, Mouka may refuse to inspect such products to assess whether covered by the warranty, in which case, Mouka reserves the right to deny warranty coverage.

This warranty is given by the Mouka Limited whose name and address appear on the label tag attached to your Mouka product. We recommend that you examine the label tag attached to your Mouka product and record the name and address. Retain the label tags and proof of purchase to validate warranty coverage.

In the event of a defect that is covered by the warranty, our obligation under the warranty will be to provide a repair or replacement (we will choose which). However, you will be required to provide information on place of purchase, receipt of purchase, and in some cases pictures to validate claims where distance may be of concern.

To facilitate any customer service or warranty inquiries, please keep all label tags on your bedding and the sales receipt from your authorized Mouka dealer/distributor.

A warranty is invalid if the documents mentioned here are not provided and validated as correct.

If you wish to replace your defective mattress with a more expensive mattress (upgrade your mattress), please let us know when you e-mail us to report the defect. You will be required to pay the difference between the original purchase price of the mattress and that of the upgraded mattress, plus the cost of any related additional system necessary for the upgrade.

LIMITED WARRANTY SCHEDULE

	WARRANTY PERIOD	1ST SPAN OF WARRANTY	2ND SPAN OF WARRANTY	3RD SPAN OF WARRANTY	4TH SPAN OF WARRANTY
PRODUCTS	YEARS	100%	60%	40%	5%
Wellbeing Regal	5	≤ 12 Months	> 12≤24 Months	>24≤30 Months	>30 Months
Wellbeing Regina	5	≤ 12 Months	> 12≤24 Months	>24≤30 Months	>30 Months
Mondeo Spring	5	≤ 12 Months	> 12≤24 Months	>24≤30 Months	>30 Months
Flora Premier	3	≤ 6 Months	> 6≤12 Months	> 12≤18 Months	>18 Months
Super Flora	3	≤ 6 Months	> 6≤12 Months	> 12≤18 Months	>18 Months
Flora	3	≤ 6 Months	> 6≤12 Months	> 12≤18 Months	>18 Months
Klinic	3	≤ 6 Months	> 6≤12 Months	> 12≤18 Months	>18 Months
Comfy	0	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Koko	0	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Dreamtime Kiddies	0	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Dreamtime Baby	0	Not Applicable	Not Applicable	Not Applicable	Not Applicable

NB

- a. Replacement Prices/Cost or % of claims are as per current prices and values of products or substitute products exclusive of transportation and inspection costs.

RECOMMENDED MATTRESS CARE

- a. We recommend that you rotate your mattress (180°) occasionally (once in 2 or 3 months), which will increase its comfort life and longevity.
- b. Avoid children jumping or standing on the mattress. Avoid localized loading of the mattress like sitting by the edge especially for a mattress not placed in a framed bed base.
- c. Keep your bedding clean; avoid stains, soiling, and fluid penetration. Mattresses should not be soaked, lest mildew develops inside the upholstery; instead, they can be cleaned with a vacuum or with mild surface cleanser and a slightly damp cloth. The use of cleaning fluids may damage the fabric and materials in your mattress. Allowing water or other liquids to penetrate your mattress may damage the layers of upholstery, causing materials to compress. A mattress protector can help prevent stains and soiling of the ticking.
- d. Do not fold the mattress or leave dead loads upon the mattress.
- e. If your mattress is over 5 years old, you should consider purchasing a new one to provide pressure relief and good body support.

REQUEST FOR WARRANTY CLAIMS

- i. If you observe a defect, contact the Mouka dealer from which you purchased the Mattress. If the dealer cannot be reached, please contact Mouka Customer Support at **09087201967 or customercare@mouka.com**. In either case, you must, within the duration of the warranty, provide the original label tags, proof of purchase (including date of purchase), and be the original purchasing consumer.
- ii. If defective in workmanship or material, your Mouka mattress and/or divan base will be repaired or replaced (at our option) with charges, as shown on the Mouka Warranty Schedule and exclusive of transportation and inspection costs.
- iii. If the Mouka product you purchased is discontinued at the time of repair or replacement, a current model of comparable quality and value will be selected.
- iv. If identical materials are not available at the time of repair or replacement, the manufacturer reserves the right to substitute materials of comparable quality.
- v. This warranty begins on the day you purchased your Mattress. If the mattress has been repaired or replaced, this limited warranty will not be renewed or extended. Please refer to the Mouka Limited Warranty Schedule to determine the length of your warranty.
- vi. All other claims including incidental or consequential damages are precluded. Any implied warranties on this product shall not exceed in duration the term of this limited warranty.