Full Product Warranty Information

This document explains the voluntary product warranties provided by Haima Furniture Australia Pty Ltd trading as Naptress, what is covered, what is excluded and how to make a claim. It covers beds, mattresses, adjustable bed bases, sofas, armchairs, tables, bedsides, stools, pillows and other furniture and bedding products.

Your rights under Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits of these voluntary warranties are additional to your rights and remedies under Australian Consumer Law. The warranty periods, exclusions and claim procedures in this document do not exclude, restrict or modify those rights. Consumer guarantees may continue after a voluntary warranty has expired.

What the voluntary warranty covers

Subject to the product and component limits on the following pages, we cover defects in materials and workmanship that arise during the applicable warranty period. A manufacturing defect is a fault attributable to the materials used or the way the product was made. Normal ageing, ordinary wear and damage caused by misuse or external events are different from a manufacturing defect.

A fault will be assessed by its cause and the affected component. A longer warranty on a frame does not give the same warranty period to upholstery, finishes, fillings or other components. The mattress warranty has the specific scope set out in the warranty schedule and mattress section.

Keep your purchase records

Keep your invoice or other acceptable proof of purchase, product details, care instructions and any written warranty supplied with your purchase. Any additional or different express promise made in your sales order or product warranty remains relevant to your claim. This document does not reduce rights or promises already supplied with an existing purchase.

For warranty assistance, email sales@naptress.com.au. Contact details and the claim process appear on the final pages.

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Warranty periods by product

All periods below are limited voluntary warranty periods measured from the original purchase date. Coverage is for manufacturing defects within the stated component scope.

Product or component	Period	Coverage
Leather beds and leather sofas	10 years	Structural frame
Leather beds and leather sofas	1 year	Upholstery, finishes, fillings, hardware and other components, except the separate motion component cover below
Leather sofa recliner and sofa bed components	2 years	Electronic and motion components; excludes batteries and transformers
Leather sofa batteries and transformers	1 year	Batteries and transformers
Fabric upholstered beds and sofas	1 year	Materials and workmanship; separate gas lift terms apply where fitted
Bed gas lift mechanism	1 year	Gas lift mechanism; 2 years total when assembled using our professional assembly service
Mattresses	10 years	Broken springs or wires
Adjustable bed bases	10 years	Frame and motors
Adjustable base remote controls	1 year	Remote control
Armchairs, bedsides, side tables, stools, pillows and other products	1 year	Materials and workmanship
Dining tables and dining chairs	1 year	Product components described in the other furniture section

How component periods work

For a leather bed or sofa, the 10-year structural frame warranty is separate from the 1-year warranty on items such as leather, stitching, foam, suspension and legs. A swivel base is covered for 1 year; the separate 2-year period applies to the electronic and motion components of leather sofa recliners and sofa beds.

The 2-year gas lift period is a total period, not two extra years. Keep evidence that our professional assembly service was used. Other parts of the bed retain their own warranty periods.

Armchairs, including leather armchairs, have the 1-year other-products warranty. The 10-year leather sofa frame period does not extend to armchairs or stools.

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Leather beds and sofas and fabric beds

Leather bed and sofa frames

The structural frame is covered for 10 years against failure due to a manufacturing defect. The frame warranty concerns the structural frame itself. It does not extend the cover on springs, suspension, legs, upholstery or other separately listed components.

Upholstery and other components

For 1 year, the leather bed and sofa warranty covers manufacturing defects in leather and fabric upholstery; lacquered and other timber finishes; chrome and other metal; glass, marble, travertine and macstone; foam, fibre and feather fillings; stitching, zips and fasteners; springs and suspension; legs, sliders and drawers; and swivel bases and other movable mechanisms, subject to the separate recliner and sofa bed terms below.

An upholstery tear, seam failure, finish problem or filling problem will be assessed to determine whether it results from a material or manufacturing defect, normal wear or an external cause. These symptoms are not automatically excluded simply because upholstery or filling is involved.

Leather sofa recliner and sofa bed components

Electronic and motion components of leather sofa recliners and leather sofa beds are covered against manufacturing defects for 2 years. Batteries and transformers are covered for 1 year. Damage caused by misuse, forcing a mechanism, incorrect use or unauthorised work is excluded to the extent it caused or contributed to the fault.

Fabric upholstered beds and sofas

Fabric upholstered beds and sofas have a 1-year limited warranty against defects in materials and workmanship. This includes manufacturing defects in the frame, upholstery, stitching, filling and supplied components. Separate gas lift periods apply where those components are fitted.

Natural characteristics and normal use

Natural scars, marks, differences in pore density and colour variation are characteristics of leather. Leather and fabric may crease or fade with normal use. Foam and other fillings gradually soften and conform to the user. Normal changes of this kind are not manufacturing defects. Coverings, cushion fillings and suspension may require replacement as a result of ordinary wear.

Hand-upholstered products may have minor size and weight differences of up to 5% from samples or quoted specifications. Ordinary natural variation is different from a product that fails to match an express description or agreed specification; any such concern can still be assessed.

Damage that is excluded

The voluntary warranty does not cover damage caused by spills, acid, solvents, dyes, corrosive substances, ink, paint or bodily fluids; inappropriate cleaning or chemical treatments; neglect; sun exposure, excessive heat or intense light; cuts, scratches, clothing abrasion or dye transfer. The exclusion applies to damage caused by these factors, rather than to every fault in the product.

Mattress warranty

What is covered

Mattresses have a 10-year limited warranty covering broken springs or wires. The period runs from the purchase date. This specific 10-year promise is not a general 10-year guarantee on comfort, fabric, handles, foam or every mattress component. Your Australian Consumer Law rights remain available for other product faults.

Normal body indentations

Mattress cushioning settles and contours with use. Normal body indentations (less than 32 mm) are considered normal settling and are excluded from this voluntary warranty.

This threshold describes the normal-indentation exclusion. An indentation of 32 mm or more does not automatically establish a covered broken spring or wire. Send photographs and details so that the cause, mattress support and any other applicable rights can be assessed.

Other matters outside the limited cover

- Comfort or firmness preferences arising from product selection, and ordinary sleeping-temperature or heat preferences.
- Normal mattress-fabric wear, general wear and tear, and damage caused by intentional acts, bending, misuse or neglect.
- Damage caused by an unsupportive, sagging or unsuitable bed base or frame.
- Damage to mattress handles from lifting or transporting the mattress. Handles on applicable models are for very slight alignment adjustments, rather than carrying the mattress.
- Harmless loose tie-off threads in quilting or side panels that do not affect performance or durability.
- An ordinary new-mattress smell, or concerns about bed height or weight and the fit of sheets or other bedding, where the product meets its description and agreed specifications.

A safety concern, abnormal odour, significant stitching failure or a product that does not meet its description or a purpose disclosed at purchase can still be reported. Normal-characteristic and preference exclusions do not remove rights concerning a genuine fault.

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Mattress safety and care

For Your Safety!

Dispose of plastic bags immediately (these bags are polyethylene and are recyclable). Make sure children never use these bags as playthings. They have no air vents and could cause suffocation.

Don’t ever place this product near open flames or expose it to fire.

This mattress is not flame proof or fire proof and can ignite or burn if exposed to open flame or fire.

- When ignited, some bedding materials can burn rapidly and emit smoke and hazardous gases
- Don’t smoke in bed.

Support and care

Use a sound, supportive base or frame and follow the care instructions supplied for your mattress model. Matching sleep sets provide the intended support. Do not bend, misuse or handle the mattress in a way that damages its internal structure.

Information for a mattress claim

Provide the model or label details, proof of purchase, photographs of the whole mattress and the affected area, and photographs of the supporting base or frame. Explain what has changed and when it first became apparent. We may request further evidence or an inspection to identify the cause.

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Adjustable bed base warranty

What is covered

Adjustable bed bases have a 10-year limited warranty on their frame and motors and a 1-year limited warranty on their remote control, from the purchase date. Cover applies to defects in materials and workmanship under normal household use and proper installation. The warranty does not extend the remote-control period to 10 years.

Elevate Motion load and operating limits

The limits below apply to the Naptress Elevate Motion model. For a different model, follow its supplied load rating and operating instructions.

- The maximum total load is 320 kg, including occupants, mattress and bedding. Distribute the load evenly across the whole base.
- The head and foot sections are not individually designed to support or lift 320 kg. Concentrating the load in these sections may damage the base.
- Operate lift motors for no more than 2 continuous minutes, then allow at least 18 minutes of rest before further operation.
- Massage motors stop automatically after 30 minutes of use. Allow a 30-minute rest before using them again.

Faults or damage caused or contributed to by overloading or exceeding the operating limits are excluded from this voluntary warranty. A breach does not automatically cancel cover for an unrelated manufacturing defect.

Installation and electrical care

Follow the supplied manual. Assembly requires two adults. Keep the base unplugged until assembly is complete, tighten all legs and leg sections securely, install the mattress retaining bar and route cables so they cannot be pinched, crushed, pulled or stretched. Use a surge-protected power supply cord or outlet and only approved accessories.

Before cleaning, return the base to flat, turn off the motors and disconnect the power. Keep the power cord away from heated surfaces. Stop using the base if it is wet, malfunctioning or has a damaged plug or cord, and contact us. Do not open, modify or repair electrical or mechanical components without authorisation.

What is excluded

The voluntary warranty excludes faults or damage caused or contributed to by misuse, negligence, accidental damage, improper handling, incorrect installation or maintenance, electrical or physical abuse, unauthorised repair or modification, or customer transport or transport by a third party not engaged by Naptress. It also excludes normal wear and externally caused cosmetic damage, and damage to mattresses, fabric or cables from cutting, crushing, pinching, pulling, liquid, pets or incorrect cable routing.

Commercial, rental, institutional and other non-household use is outside this voluntary cover. The base is intended for adult use in the home. Follow all safety instructions in the manual.

Noise and troubleshooting

An ordinary motor tone is expected and may sound louder depending on flooring and room acoustics. Excessive or newly abnormal noise can still be assessed. Check the power connection, remote batteries and pairing instructions before contacting us, where safe to do so. Do not attempt electrical repairs yourself.

Other furniture and bedding products

Armchairs bedsides side tables and stools

Armchairs, bedsides, side tables, stools and other furniture products have a 1-year limited warranty against manufacturing defects in materials and workmanship. Depending on the product, this can include its frame or structure, supplied legs and hardware, drawers or sliders, upholstery, stitching, finish, foam or padding.

This is a 1-year warranty for these products, including leather armchairs and stools. Normal foam compression from sitting, ordinary wear, food and liquid stains, cuts or scratches from sharp objects, clothing abrasion and dye transfer, and damage from misuse or neglect are not manufacturing defects.

Pillows and other bedding accessories

Pillows and other bedding accessories have a 1-year limited warranty against defects in materials and workmanship. Cover concerns a manufacturing fault in the product, rather than a change of mind or a preference about its feel. The general wear, misuse, damage and care exclusions apply. A genuine material or manufacturing concern can be submitted for assessment.

Natural materials and appearance

Timber grain, patterns and knots vary between pieces. Stained timber and natural materials may show normal differences in finish. Slight colour differences can also arise from lighting, screens and display settings. These ordinary variations are not, by themselves, defects. Product descriptions, samples and any specifications expressly agreed at purchase remain relevant.

Household use

The voluntary warranties for dining tables, dining chairs and stools are intended for normal domestic use. Commercial applications such as restaurants, cafes, bars, common areas, short-term apartments or hotel rooms fall outside that voluntary cover. Contact us before purchasing for such an application. Australian Consumer Law rights, where applicable, remain unaffected.

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General exclusions and conditions

Read these conditions together with the applicable product section. A damage exclusion applies to the extent that the stated event or conduct caused or contributed to the fault. It does not automatically remove cover for a separate manufacturing defect.

Wear and normal changes

The voluntary warranty does not cover fair wear and tear or the normal characteristics described in the relevant product section. Examples include gradual cushion softening, normal contouring, ordinary fabric or leather creasing and wear, and natural material variation. Premature failure that may be attributable to a manufacturing defect can still be assessed.

Use handling and assembly

We do not cover damage caused by misuse, abnormal use, intentional damage, neglect, inadequate care, incorrect assembly, or failure to follow the applicable manufacturer instructions. Damage caused by an unsuitable or sagging mattress support is excluded. Follow the product-specific load limits and operating instructions; the adjustable base limit does not set a load rating for other furniture.

Spills cleaning and external damage

We do not cover damage caused by spills, staining, bodily fluids, corrosive materials, unsuitable chemicals or cleaning methods, excessive sunlight, heat or intense light. Cuts, scratches, impacts, abrasion, dye transfer and other externally caused damage are excluded where they cause the reported problem. Follow the care instructions for the actual material and model.

Repairs and modifications

For adjustable bases and motion products, do not dismantle, tamper with, modify or arrange repairs without contacting us. Damage caused by unauthorised work is excluded. Do not arrange transport, removal or disposal before discussing the claim with us, except where reasonably necessary for safety. These procedures do not prevent you from exercising a remedy available under Australian Consumer Law.

Who can use the warranty

The voluntary warranties for leather beds and sofas and for adjustable bases apply to the original purchaser and are not transferable. Their cover is for normal domestic household use. Product-specific commercial-use exclusions also apply as stated in the relevant sections. These voluntary limits do not remove any statutory rights that may apply.

Sale items floor stock and disclosed conditions

There is no separate voluntary warranty arrangement for sale, clearance or floor-stock purchases. Keep the sales description and any condition report for these purchases. A condition or defect specifically disclosed before purchase is relevant to the assessment. A reduced price or floor-stock label does not, by itself, remove Australian Consumer Law rights concerning other faults.

Comfort choice and change of mind

Warranty claims concern defects. Returns, cancellation or exchange for a change of mind are dealt with under the separate sales terms and change-of-mind policy. Requirements for an unopened or unused change-of-mind return do not apply as conditions for reporting a genuine defect. Original packaging is not required for a defect claim.

How to make a warranty claim

Check the product and report the issue

Inspect your products on delivery or collection. Please report visible delivery damage, missing or damaged assembly components, scratches or cracks as soon as possible, preferably within 24 hours, with photographs. Prompt reporting helps establish what occurred. This reporting request is not a deadline that removes your right to report a latent defect or claim under Australian Consumer Law.

If a product may be unsafe, stop using it. For an electrical base, disconnect power where safe to do so and contact us. Do not continue using a product in a way that could worsen damage or create a safety risk.

Send your claim details

Email sales@naptress.com.au or contact the original store of purchase. Include:

- Your name, contact number and the address where the product is located.
- Your invoice number and purchase date, or other acceptable proof of purchase.
- The product name, model, size and any relevant serial number or label photographs.
- A clear description of the problem, when it first appeared and how the product has been used.
- Photographs showing the whole product and the affected area, and a short video if it helps demonstrate a movement, operation or noise problem.
- Relevant support or installation details, such as the mattress base or professional gas lift assembly record, and any expenses already incurred.

Assessment and response

We will assess the information and respond within 10 business days after your claim is lodged. This is a response commitment, rather than a promise that every repair or replacement will be completed within that period. We may request further information, inspect the product or arrange an assessment to identify the cause and appropriate remedy.

Please keep the product available for reasonable inspection. Contact us before arranging an independent repair, inspection, transport, removal, reinstallation or disposal, except where reasonably necessary for safety or where you are entitled to take action under Australian Consumer Law.

No packaging requirement

You do not need to keep a product unopened, unused or in its original packaging to make a defect claim. You will need acceptable proof of purchase and reasonable evidence of the problem. Where transport is arranged, protect the product from further damage as reasonably practicable.

If the voluntary period has expired

You can still contact us about a product fault after the listed warranty period. We will consider whether Australian Consumer Law or another applicable express promise provides a remedy. Expiry of the voluntary period does not automatically end all rights.

Remedies costs and contact details

What we will do

Where a manufacturing defect is confirmed and covered by the voluntary warranty, we will arrange rectification, repair or replacement of the defective product or component, as appropriate. Our choice of remedy under the voluntary warranty is subject to your rights under Australian Consumer Law, including the right to choose a refund or replacement for a major failure.

For a covered claim, we will arrange or reimburse the reasonable costs needed to provide the remedy. We will explain the next steps after assessment. Any right to compensation for reasonably foreseeable loss or damage under Australian Consumer Law is unaffected.

Transport inspection and other expenses

Contact us before arranging transport or other expenses so the appropriate collection, inspection or service can be organised. For a confirmed covered fault, we will arrange or reimburse reasonable costs required to provide the remedy. Keep receipts and send them with your claim reference when requesting reimbursement.

For small products that can readily be posted or returned, you may be asked to return them for assessment. Reasonable return costs will be reimbursed where a covered fault is confirmed. For faulty beds or other large, heavy or difficult-to-remove products, we will arrange collection or appropriate service and meet the reasonable costs required by law.

If an assessment finds no covered fault, reasonable inspection or collection costs may be payable only where we have provided a reasonable estimate in advance. We will discuss any proposed paid service or repair before proceeding. No fixed inspection or transport fee is imposed by this document.

Repair or replacement during the warranty period

A repair or replacement under the voluntary warranty does not restart the original warranty period. The remaining original period applies to the repaired or replacement product or component. Any separate rights arising under Australian Consumer Law continue to apply.

Contact the warranty provider

Haima Furniture Australia Pty Ltd trading as Naptress
ABN 21 630 965 150
Email: sales@naptress.com.au
Website: www.naptress.com.au

Showroom
Shop 65, Near IKEA, Rhodes Waterside
1 Rider Blvd, Rhodes NSW 2138

Postal claims
P.O. Box 3077, Rhodes NSW 2138

Contact us before bringing or sending a large product to a showroom or warehouse so that assessment and handling can be arranged.