PLATINUM | WARRANTY TERMS & CONDITIONS

Mazon guarantees that your Platinum Mattress will be replaced or repaired at our option, without cost to you, should it be deemed defective because of faulty workmanship or faulty components for ten (10) years from date of purchase.

All mattresses will show body impressions as the upholstery settles; up to 30mm is considered normal and is not covered by this warranty. The upholstery is intended to provide cushioning and body comfort. A bed that is not suitable to your comfort (i.e. too hard or too soft) - is not a manufacturers warranty fault and therefore is not covered by this warranty.

A mattress protector must be used to retain your warranty.

Warranty DOES NOT apply if:

1. Bedding upon manufacturers inspection is found to be stained or is in unsanitary condition.
2. When product failure is due to causes other than defective workmanship or materials.
3. The Mattress has not been turned regularly (rotated not flipped).
4. The mattress is used on a slat type foundation, where the slats are more than 12cm apart or less than 7cm wide, or are flexible slats or any other base not approved by Mazon Group.
5. The original purchaser sells, leases or otherwise parts with possession of the product and therefore, you should retain your retail docket as proof of purchase.
6. The completed warranty registration form, does not reach the manufacturer within 90 days (3 months) of purchase.
7. The mattress cover is damaged in any way by defective timber or metal slats.
8. The mattress is used on a foundation which does not provide even support.
9. The mattress is used on a foundation which does not provide adequate support in the centre.
10. Warranty does not cover abuse or misuse of the Mattress [such as folding, bending, standing on or jumping on the mattress] and only applies if use with a base which complies with Mazon Base specifics. Claims only valid with proof of purchase or original invoice and apply to original purchaser only.

Warranty valid once warranty registration form has been received and processed by Mazon or logged online via our warranty portal. Click here or scan the QR code below to submit your warranty registration.

Scan the QR code to submit your warranty registration:

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