

Adjustable Bed Base

Your adjustable bed base is covered by a 24 month limited warranty (the “bed base Warranty”).

This limited bed base Warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

A. Products covered by this limited bed base Warranty

This limited bed base Warranty extends to all bed bases purchased directly from Superior Lifestyle Pty Ltd (or authorised resellers) and located in Australia. This bed base Warranty does not cover your Product if you use it in a manner incompatible with its intended design or the instructions supplied on delivery.

B. Who this bed base Warranty extends to

This limited bed base Warranty extends to the original purchaser of any bed base model who is located in Australia. All Superior Lifestyle warranties, including any implied warranties, are valid only for the period of time the bed base is owned by the original purchaser. The “original purchaser,” for the purposes of this bed base Warranty, is the first purchaser of the bed base from Superior Lifestyle. Please retain a copy of your receipt as proof of purchase. All Superior Lifestyle limited warranties are non-transferable.

C. Superior Lifestyle’s limited bed base Warranty and responsibilities

Superior Lifestyle warrants the bed base in its original packaging sold to you against the defects in material and workmanship set forth below (“Defects”) for a period of 24 months from the time you purchase your bed base, provided that during that time, the bed base is used normally for its intended purposes.

D. What this limited bed base Warranty covers

This limited bed base Warranty applies to Defects in the frame, electronics and motion components due to faulty workmanship or materials, subject to the limitations described in this warranty. This limited bed base Warranty does not cover the following:

- normal wear and tear as a result of intended use;

- damage caused by physical abuse, negligence, improper installation or misuse including but not limited to burns, cuts, tears, liquid damage or stains;
- damage arising from relocation or repair of the bed base without Superior Lifestyle's consent;
- damage caused by power surges, power failures or unauthorised changes to the electrical system;
- damage caused by institutional or commercial use;
- damage caused by natural forces;
- replacement of any non-defective parts of the bed base (i.e. if one component of the bed base is defective, then we will replace the defective component only);
- any bed base sold by resellers who are not authorised retailers of Superior Lifestyle bed bases.

In the event of a Defect, Superior Lifestyle's sole and exclusive liability and your sole remedy under this limited bed base Warranty will be, at Superior Lifestyle's option, to service the bed base, replace a defective part or provide a replacement bed base, subject to the fulfillment of "Your Responsibilities" below.

If, at Superior Lifestyle's option, you are provided with a replacement bed base, it will be subject to the same limited bed base Warranty (commencing from the date of purchase of the original bed base).

E. Your responsibilities

Any claims under this bed base Warranty, must be directed to info@bedtimestore.com.au along with proof of purchase and a brief description of the problem that you believe constitutes a defect.

We may, at our sole discretion, require further information including photographs and videos, or request to physically inspect the bed base before accepting a claim under this bed base Warranty.

If after receiving the evidence, we decide to accept your claim, we will service the bed, replace a defective part or provide a replacement bed base. Should shipping costs be required to return your bed base, you will not be responsible for those costs. You may, however, be charged a standard call out fee for any service performed outside of the first 12 months.