



Using the product

Congratulations for choosing Perzona®, the most personal bed ever. You can rely on Perzona® to give you a good night's sleep for many years to come. Before using the product for the first time, please read the information below carefully. Together we can ensure that your valuable Perzona® products stay in perfect condition during their entire lifespan.

Maintenance of Perzona® products

Always protect your mattress properly, preferably with a flannel mattress protector and a fitted sheet. Keep your sleeping environment hygienic by washing the mattress protector and sheet regularly. The upper part of the mattress cover (the white part) can easily be zipped open and removed for washing. Always follow the washing instructions on the care label on the mattress cover.

Ventilation

The unique composition of the Perzona® products ensures exceptional ventilation. Good and regular ventilation prolongs the lifespan of the Perzona® products. At night people lose fluids through perspiration. Good ventilation in the space around the bed is also important, so you should throw back the duvet as far as possible in the morning and preferably open a window.

Getting used to the product

You often need time to get used to a new product in the beginning. This certainly applies in the case of beds, mattresses and pillows. Your body adapts to a bed after a period of time and it is therefore normal that it takes time to become accustomed to a new bed.

We hope that you will be pleased with your Perzona® products. From today you can enjoy the most personal bed ever.

With well-rested greetings,

Perzona.

Reshaping the way you sleep



the most personal mattress.

Guarantee periods & guarantee depreciation per product

Guarantee periods

Perzona® mattresses

- 15-year guarantee
- 2-year guarantee on mattress cover

Perzona® box-springs & mattresses

- 15-year guarantee
- 2-year guarantee on electrical and other components

Perzona® pillows & bed linen

- 1-year guarantee

Guarantee depreciation

The guarantee on Perzona® products is reduced proportionately each year. The longer the product is in use, the lower the guarantee value is. This value is reduced each year by a fixed percentage.

- 0-5 years 100% guarantee
- 6th year 90% guarantee
- 7th year 80% guarantee
- 8th year 70% guarantee
- 9th year 60% guarantee
- 10th year 50% guarantee
- 11th year 40% guarantee
- 12th year 30% guarantee
- 13th year 20% guarantee
- 14th year 10% guarantee
- 15th year 10% guarantee

Perzona® determines on a case-by-case basis whether to reimburse the fixed guarantee value, offer a replacement product or repair the defective product.



Perzona® Individual 10 and 14 mattresses.

A special provision applies to the Perzona® Individual 10 and 14 mattresses. If the product does not give complete satisfaction, we offer a **one-off** free fine tune service. You can have new measurements carried out in the shop **up to 100 days after the initial delivery date**. On the basis of these new measurements and the user experiences, you will then receive a new set of tubes with which the approved Perzona® dealer can modify the mattress. Should you wish to take advantage of this fine tune service after 100 days, we charge € 100 per mattress for adjusting the tubes. You can make use of the fine tune service as often as you wish.

Exchange guarantee on Perzona® mattresses

We have every confidence in the outstanding comfort properties of our Perzona® mattresses – and you will, too. In the unlikely event that you are unable to become accustomed to your Perzona® mattress, we offer a **one-off** exchange guarantee on all Perzona® single mattresses. How does this work? **Within 100 days of delivery of your mattress**, you can go back to the Perzona® dealer from whom you purchased the mattress and you are free to choose a new mattress. You can select a new mattress for the same purchase price as your original mattress. Should you choose a mattress type that is more expensive than your original purchase, you must pay the difference. The price difference for a less expensive mattress type will not be reimbursed. You may be asked to complete a questionnaire for evaluation purposes.

Body impressions

For mattresses, after one year of use a localised loss of height (body impression) of up to 1.5 cm is perfectly normal and this height difference is consequently not covered by the guarantee. After five years of use a localised loss of height (body impression) of up to 2.0 cm is normal. This means that any complaints relating to body impressions that do not exceed the stated amounts are not covered by the guarantee.

A tolerance of between +1 cm and –1 cm applies to deviations in the nominal length, width or height of mattresses and toppers. Deviations that fall inside these tolerance levels are not covered by the guarantee. This method is based on the NEN-EN 1334 standard. If the buyer is a natural person who is not acting in a professional or commercial capacity, the rights to which he/she is entitled under the terms of the guarantee apply without prejudice to any rights or claims to which he/she may be entitled by law.

The guarantee does not apply in the following cases:

- Normal wear and tear of the product.
- Defects caused by incorrect or inappropriate use.
- Inadequate ventilation of the product.
- Failure to follow the prescribed maintenance instructions.
- Good hygiene is important. A product shows visible signs of this. If a product is visibly in an unhygienic condition, no entitlement can be claimed under the terms of the guarantee.

How to claim entitlement under the terms of the guarantee:

- Only registered purchases are eligible for the extended guarantee period of 15 years. You should therefore always register your product online via www.perzona.nl.
- You must submit your guarantee claim to the retailer where you purchased the product.
- You must produce the purchase receipt as proof of guarantee entitlement. The delivery date on the purchase receipt is the commencement date of the guarantee period.
- The retailer assesses the guarantee claim. Any call-out charges will be discussed in advance with the retailer.
- If the retailer finds the guarantee claim to be valid, he shall ensure the repair or replacement of the product in consultation with Perzona®. The original commencement date of the guarantee period continues to apply even if a product is repaired or replaced.
- The amount of the guarantee claim is 100% of the original purchase price as stated on the purchase receipt minus the fixed guarantee reduction per year.