

# Makers Midnight Mattress Warranty

## 10-YEAR LIMITED COMMERCIAL WARRANTY

### Products Covered

This **10-year limited commercial warranty** applies to **Makers Midnight mattresses manufactured for Vendella and supplied directly by Vendella** to approved commercial customers.

Covered customers include, but are not limited to:

- Hotels and resorts
- Serviced apartments
- Student accommodation
- Workforce accommodation
- Other hospitality or accommodation operators

This warranty does not apply to:

- Products resold by the customer to third parties
- Products purchased through unauthorised distributors or secondary markets
- Second-hand or refurbished mattresses

Proof of purchase from Vendella is required for all warranty claims.

### Parties Covered

This warranty applies only to the **original commercial purchaser** (the contracting entity) that acquired the mattresses directly from Vendella for use within its own accommodation operations.

This warranty:

- Is **not transferable** to subsequent owners or operators
- Does **not extend to guests, tenants, residents, or other end users**
- Terminates if ownership of the mattress transfers to another party

# Warranty Period

Vendela warrants that Makers Midnight mattresses will be free from **defects in materials and workmanship for a period of ten (10) years** from the date of delivery.

If a product is repaired or replaced under warranty, **the original warranty period remains unchanged and is not extended.**

# Scope of Warranty

This warranty applies when the mattress:

- Is used in a **commercial accommodation environment for its intended purpose**
- Is installed on **appropriate bases and bed frames**
- Is maintained and handled in accordance with **standard hospitality operating practices**

Failure to meet these conditions may void warranty coverage.

# Mattress Support

## Proper Base Support

Mattresses must be placed on **firm, stable bases or frames** designed to provide consistent structural support. Use on **sprung, damaged, adjustable, or non-compliant bases** may void the warranty.

## Even Weight Distribution

The mattress must be supported across its **entire surface area** and must not be allowed to sag, bow, or flex due to inadequate base or bed frame design.

## Central Support

For all bed sizes requiring it, **structural centre support must extend through the full length of the bed frame**, not only at the perimeter.

### Slatted Base Requirements

Mattresses used on slatted bases must comply with the following:

- Slat spacing **must not exceed 120 mm**
- **Queen size and larger beds must include a continuous centre support rail**

### Load Limits

- Individual sleeper weight must **not exceed 140 kg**.
- Damage resulting from excessive loading, misuse, or abnormal stress placed on the mattress structure will void the warranty.

Failure to meet these requirements may compromise mattress performance and void warranty coverage.

## What This Warranty Covers

This limited commercial warranty covers verified **manufacturing defects**, including:

### Excessive Body Impressions

Permanent body impressions exceeding **30 mm when measured without load**, excluding normal settling of comfort layers.

### Manufacturing or Assembly Defects

Defects arising from:

- Faulty stitching or seam failure
- Structural foam breakdown
- Zipper or cover construction faults
- Defects present at manufacture or assembly

If a valid defect is confirmed, Vendella may, at its discretion:

- Repair the product
- Replace the product with the same or equivalent model
- Provide a credit or alternative replacement product of comparable specification

# What This Warranty Does Not Cover

This warranty does not apply to:

- Damage caused by **inadequate bed bases or frame systems**
- **Normal commercial wear and tear**
- Comfort preference or perceived changes in firmness
- Minor settling of comfort layers ( $\leq 30$  mm)
- Odours associated with new foam materials
- Damage during **handling, installation, relocation, or storage** by the customer or third-party contractors
- Damage caused by **cleaning processes, chemicals, or moisture ingress**
- Damage caused by **guests, residents, or misuse**
- Products altered, repaired, or modified by unauthorised parties
- Mattresses that are **stained, contaminated, infested, or deemed unsanitary**
- Replacement of **non-defective components**

Vendela reserves the right to decline warranty claims where inspection cannot be reasonably performed due to hygiene or safety considerations. Shape

## Inspection and Claims Process

Vendela reserves the right to **inspect any mattress subject to a warranty claim** prior to approving repair, replacement, or credit.

Inspection may include:

- Photographic evidence supplied by the customer
- On-site inspection by Vendella or an authorised representative
- Return of the product where required for further assessment

Claims may be declined if adequate inspection cannot be performed.

# Repair or Replacement

If a manufacturing defect is confirmed, Vendella will **repair or replace the defective mattress within a reasonable timeframe**, subject to product availability and operational logistics.

Where identical materials or components are unavailable, Vendella reserves the right to **substitute materials of equal quality and performance**.

# Operational Responsibilities

The customer is responsible for ensuring that:

- Bed frames and bases comply with **hospitality-grade structural requirements**
- Housekeeping procedures **do not compromise mattress integrity**
- Mattresses are **maintained and rotated in accordance with operational best practice**
- Mattresses are protected from **excessive moisture, contamination, or improper cleaning**

Failure to meet these operational standards may affect warranty eligibility.

# Safety

Mattresses are not **flame-proof** and must not be exposed to open flames or ignition sources.

When ignited, bedding materials may burn rapidly and emit smoke or hazardous gases. Customers must ensure compliance with applicable **commercial accommodation fire safety requirements**.