



Our Warranty – Your Security

With us, you are on the safe side: For all products purchased from us or an authorized partner that are advertised with corresponding warranty notices, we grant private end consumers a warranty during the warranty period for defects due to manufacturing and material errors. For mattress cores and topper cores with gel foam, we also guarantee that there will be no excessive material fatigue during the warranty period. Excessive material fatigue, in this context, is defined as visible indentations of more than 2 cm. The warranty is materially limited to new goods and is geographically restricted to Germany, Austria, Switzerland, the Netherlands, and France. For the following products we grant warranties as indicated below:

- Mattress core - 10 years (except Basic 7-zone cold foam mattress)
- Mattress core of the Basic 7-zone cold foam mattress - 4 years
- Slatted frames - 10 years
- Topper core - 4 years (except Basic comfort foam and Hypersoft topper cores)
- Topper cores Basic comfort foam (density 35 kg/m³ and 30 kg/m³) and Hypersoft (density 40 kg/m³) - 2 years
- Covers for mattresses and toppers - 4 years

The period for calculating the warranty duration begins with the order date.

Processing of Warranty Claims

Until the end of the 2nd year after the order date, the warranty is provided at the discretion of the guarantor either by repairing the goods free of charge or by replacing the goods with a new item of equal value free of charge (possibly a successor model or a comparable model if the original product is no longer available). After two years, the warranty service for the respective warranty period will be provided solely by a partial credit of the product in the form of a voucher code according to the following list:

For a 4-year warranty:

- From the 3rd year, a voucher code amounting to 50% of the original purchase price is issued.
- From the 4th year, a voucher code amounting to 25% of the original purchase price is issued.

For a 10-year warranty:

- From the 3rd year, a voucher code amounting to 80% of the original purchase price is issued.
- From the 4th year, a voucher code amounting to 70% of the original purchase price is issued.
- From the 5th year, a voucher code amounting to 60% of the original purchase price is issued.
- From the 6th year, a voucher code amounting to 50% of the original purchase price is issued.
- From the 7th year, a voucher code amounting to 40% of the original purchase price is issued.
- From the 8th year, a voucher code amounting to 30% of the original purchase price is issued.
- From the 9th year, a voucher code amounting to 20% of the original purchase price is issued.
- From the 10th year, a voucher code amounting to 10% of the original purchase price is issued.

The aforementioned services do not shorten or renew the warranty. The amount of the voucher is based on the original purchase price. The voucher code is exclusively usable for the purchase of an equivalent new product. Furthermore, the voucher code is not transferable but is tied to the buyer according to the invoice. The voucher code is valid for one year and can only be used in the online shop of AM Qualitätsmatratzen in the country where the original order was placed.

Scope and Conditions

Our warranties apply exclusively if:

- You are a private end consumer – the warranty is offered by us exclusively for private end consumers.
- You have registered your order for the warranty within 6 months of the purchase date.
- You use our products only for their normal, intended purposes.
- You are the original purchaser of the product – transfer of the warranty is excluded.
- You claim the warranty service in the country (Germany, Austria, Switzerland, the Netherlands, France) where you purchased the product.
- You can present the invoice for your purchase. Sending a copy of the invoice serves to

calculate the warranty period.

Warrantor

The warrantor is: AM Quality GmbH, Wolfsstr. 6-14, 50667 Cologne, Germany. Contact: garantie@am-quality.com - Tel.: +49 (0)221 / 98657171 - Fax: +49 (0)2831 / 9274982

Cases where the Warranty Does Not Apply

The warranty only applies if the products are used and handled according to the usage and care instructions. It is especially noteworthy that the mattress must have been placed from the beginning on a functional slatted frame (at least 28 slats, resiliently mounted, with a maximum slat gap of 3.5 cm) and must be regularly turned according to the care instructions. Due to continuous use, foams may become slightly softer and may also "settle" a bit. A slight reduction in firmness, therefore, does not fall under the warranty.

Warranty claims are also excluded in the case of damage to the goods due to:

- Abusive or improper treatment
- Environmental influences (moisture, heat, power surges, dust, etc.)
- Application of force or a defect resulting from damage (e.g., impact, shock, fall, cut)
- Unauthorized repair attempts
- Normal wear and tear

The warranty does not cover the replacement of direct or indirect consequential damages.

Procedure in the Event of a Warranty Claim

Please send an email to garantie@am-quality.com in the event of a warranty claim, including your invoice. Please note that we cannot grant warranty claims without the presentation of the invoice. After reporting the warranty claim, we will first ask you to send photos of the defect and explain how to take the photos so that the defect can be best recognized through the photos. A prerequisite for claiming the warranty is that the seller is enabled to verify the warranty claim (e.g., by sending the goods). Care must be taken to ensure that the product is not damaged in transit during return shipping by being securely packaged. Reasonable shipping costs will be reimbursed by the seller if it is a legitimate warranty claim. Refunds for packaging costs are not provided.

Note: No Limitation of Your Statutory Rights

Your statutory rights against us from the sales contract concluded with us are in no way restricted by this warranty promise. In particular, any existing statutory warranty rights against us remain unaffected by this warranty promise. If the purchased item is defective, you can therefore always hold us accountable under statutory warranty, regardless of

whether a warranty case exists or the warranty is claimed.