



comfort

WARRANTY

In the event that the mattress presents any manufacturing defect, it will either be repaired or replaced depending on the diagnosis determined by the specialized technician at Royal Comfort de México S.A. de C.V., provided that the product is within the valid warranty period and meets all relevant conditions.

Please contact the distributor where you made the purchase to be assisted by the Customer Service team. They will provide precise instructions on warranty terms and indicate the location for merchandise drop-off to proceed with its inspection and diagnosis. Once your mattress has been received by the distributor, the company will have a period of 48 to 72 business hours, Monday through Friday, excluding holidays, to review the item, diagnose the issue, and determine if the mattress meets warranty requirements and whether to reject the claim, proceed with a repair, or authorize a replacement.

The warranty coverage begins on the day of purchase and ends once the warranty period for the specific model expires. Depreciation according to the following table will apply based on usage time and will be paid by the customer, calculated on the original purchase price of the product.

Depreciation Table Based on Usage

MONTHS	1	2	3	4	5	6	7	8	9	10	11	12
12 months	0%	0%	0%	10%	20%	30%	40%	50%	60%	70%	80%	90%

YEARS	1	2	3	4	5	6	7	8	9	10
3 years	0%	33%	67%							
5 years	0%	20%	40%	60%	80%					
7 years	0%	15%	30%	44%	58%	72%	86%			
10 years	0%	10%	20%	30%	40%	50%	60%	70%	80%	90%

The sleep you've been dreaming about.

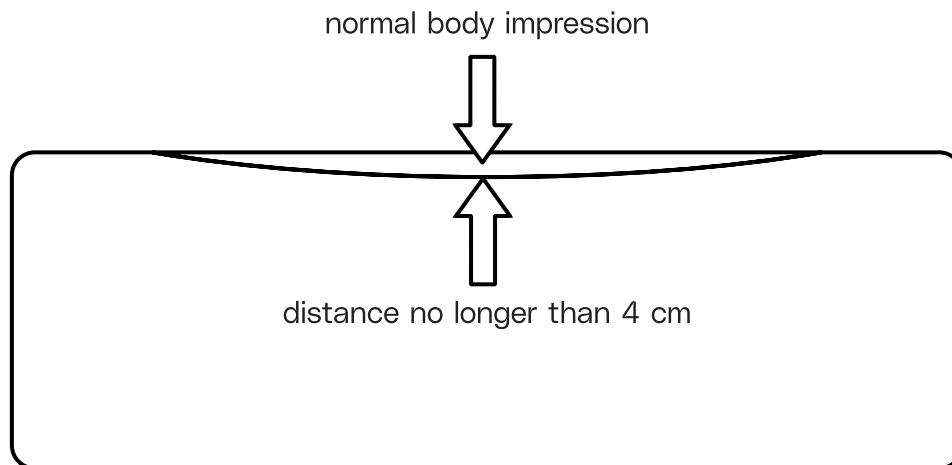
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To validate your warranty, the following conditions must be met:

- Present your mattress along with the purchase invoice, duly stamped by your distributor.
- The mattress must have all original tags properly attached from the time of manufacture.
- The mattress must be free from stains, repairs, burns, or tears caused by improper use, meaning any use other than the purpose for which the product was designed.
- The mattress must not show damage from improper transport or securing methods.
- The mattress must not have been damaged by the distributor or bent.
- The mattress should have been rotated on its horizontal axis, not flipped, once every 30 days.
- It must have been purchased from a store authorized by the manufacturer.
- The mattress must not emit any odors unrelated to the mattress materials.
- The mattress must not show evidence of misuse.

NOTES:

1) Occasionally, the mattress may show slight impressions on its surface, which can be up to 4 centimeters deep. This is normal and is a result of the mattress conforming to the areas of contact where the body rests. It is not due to deformation or a defect; therefore, the warranty does not cover this. See the figure below:



2) If both the mattress and box spring were purchased together, only the item with a manufacturing defect will be covered under the warranty.

3) Once a warranty claim has been processed, the warranty period will continue from the original purchase date.

4) Corner covers are placed on the bases to protect them during delivery. After the mattress has been installed, they have fulfilled their purpose; however, removing them is not necessary.

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ROYAL COMFORT DE MÉXICO, S.A. DE C.V.

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