

Technogel®

VIVE®

Pillow
Guarantee

Pillow Warranty

Dear Customer

Thank you for choosing a Technogel® pillow.

Our pillows are made in Italy using only the highest quality materials. Technogel® is a plasticizer-free polyurethane gel. It has unique heat dispersion properties, and the ability to distribute pressure from your body in all three dimensions.

Then inner cover is made from 94% cotton and 6% elastan. This cover is treated with an active biocidal substance: zinc pyrithione. Benefits of this treatment: freshness and odor-resistant products.

The pillow comes with a second protective cover that can be washed.

Care instructions

- Do not expose to sunlight, UV rays or sources of heat above 43 degrees Celsius.
- Preferably store and use at ambient temperature (18 -25 degrees Celsius).
- The pillow is made solely for supporting the head of people.
- Not suitable for children under the age of 36 months.
- Avoid contact with sharp objects or edges that could tear or cut the pillow.
- Do not wash or dry clean. Spot clean only.
- Store in a dry, ventilated place.
- Leave the pillow out of its packaging in a dry, ventilated place for at least 12 hours before using it for the first time.
- Pillow protector recommended.
- Do not remove the internal protective cover. It is not intended to be detached from the product at any time; the guarantee is void if the protective cover is opened or broken.

Warranty

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

In addition to the consumer guarantees that apply under the consumer laws, the pillow is guaranteed against component and manufacturing faults for a period of three years from the original date of purchase.

The pillow must have been purchased in Australia.

The warranty is valid only to the original purchaser and is not transferable. It does not cover products used for commercial purposes. The product must be used in a normal domestic environment.

The warranty does not cover faults caused by improper use, lack of care or damage that is not directly the fault of the manufacturer.

The warranty is void if the customer fails to comply with the Care instructions.

How to claim

If you wish to make a claim under this warranty you should visit the retailer from whom you purchased the product and provide a copy of your proof of purchase.

Upon visiting a retailer with a copy of proof of purchase and the product, the product will be dispatched to Steinhoff Bedding Australia Pty Ltd (Steinhoff Bedding) for assessment.

Please include your name, address, phone number, brief description of fault, and brief description of how you have used the product.

If possible, all items should be returned in their original packaging.

Product Inspections

If, following receipt of a claim under this warranty, Steinhoff Bedding determines that your claim in respect of a product is valid, Steinhoff Bedding will replace the product with the same or similar product at no cost to you, and, if applicable, reimburse you for the cost of sending the product to Steinhoff Bedding via registered mail where Steinhoff Bedding has given its approval to this cost in advance.

If, following receipt of a claim under this warranty, Steinhoff Bedding determines that your claim is invalid, Steinhoff Bedding will return the product via registered mail to the address provided by you when you submitted the claim.

Where your claim is invalid you will not be entitled to be reimbursed for your costs for sending the products for assessment.

Life made comfortable™

Produced by:

Technogel Italia Srl
via Bassanese Inferiore, 32
36050 Pozzoleone (VI)
Italia

T +39 0444 463811
F +39 0444 462837
info@technogelworld.com

www.technogelworld.com

Australian distributor:

Steinhoff Bedding Australia Pty Ltd
139 Keys Road, Moorabbin
3189 Victoria
Australia

+ 61 3 8567 3000