

## Guarantee

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- Our products are guaranteed for a period of **2 years**, from the date of the purchase receipt (sold until 12/31/2021) and **3 years** (for those sold after 01/01/2022), **against any manufacturing defect. manufacturing.**

- In the case of batteries, the guarantee **is 1 year.**

- In the case of mattresses, the guarantee **is 1 year.**

- o The measurements of length/width and thickness will admit variations of +/-3cm of tolerance

- o Over time, settlements of the internal layers occur that range between +0/-2cm (according to UNE EN 1334:1996 STANDARD), this is normal and does not give the right to any repair or compensation.

- o Mattresses must be changed at least once every 3 months in position, turning head to toe and head to toe. The latex ones must also be turned, from top to bottom and from bottom to top.

To make use of the guarantee, you must identify the item through its serial number, delivery note or purchase invoice.

**The final consumer** must go to the point of sale where the product was purchased.

The **establishment**, as the selling party, must be responsible for dealing with your incident and for contacting TECNIMOEM if necessary, with the customer service department [sac@tecniemoem.com](mailto:sac@tecniemoem.com)

TECNIMOEM CARE is responsible for replacing the damaged and/or defective product. The decision to repair or replace defective products will be made by TECNIMOEM CARE. **The guarantee covers materials and shipping and collection costs.**

The labor and technical service, to the individual, will be paid by the company where the product was purchased.

The company is not responsible for the damages that could be caused to people by the incorrect use of our articles.

In the event of intervention by unauthorized personnel or failure to follow the recommendations for assembly, use and maintenance, all warranty and liability rights will expire.

Electronic equipment **must not be manipulated under any circumstances**, if they were, all warranty and liability rights will expire.

### TECNIMOEM CARE S.L.

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