



WARRANTY CONDITIONS FOR MATTRESSES

1. Lano Meble guarantees the durability and high quality of its products in accordance with their designated specifications, provided that the rules of proper mattress use are observed.
2. The warranty granted by Lano Meble is valid for 24 months from the documented date of purchase. The territorial limitation of our warranty coverage is the territory of the Republic of Poland.
3. Complaints must be submitted directly to the shop where the purchase was made.
4. Complaints will be handled within the timeframe provided for under Polish law and following prior arrangements with the customer. However, if Lano Meble is unable to take action due to reasons attributable to the customer, this shall not be considered a delay in the processing of the complaint.
5. The complaint procedure includes the following possibilities:
 - Repair or replacement of the defective part of the mattress.
 - Replacement of the product with a new one, subject to possible differences from the original model.
 - Price reduction of the product, with the simultaneous loss of warranty rights.
 - Full cancellation of the contract.
6. These complaint conditions do not apply in the following cases:
 - Where the defect was visible and known at the time of purchase in the case of discounted mattresses.
 - Where damage to the mattress occurred as a result of improper transport from the shop to the customer.
 - Where damage arises from use not in accordance with the recommended rules of proper use.
 - Where damage to the mattress results from alterations made by the customer or on their behalf.
 - Where damage to the mattress is the result of using an unsuitable bed frame or the absence of one.
 - Where the complaint concerns goods purchased at a reduced price.
7. The warranty for our product does not exclude, limit, or suspend the Buyer's rights arising from the Act on the Non-Conformity of Goods with the Contract.

RULES FOR PROPER USE OF THE MATTRESS

1. Proper use of the mattress contributes to extending its service life without significant loss of the properties presented in the UdanySen.pl offer. Proper use is also the basis for the customer's claims in the event of non-conformity of the goods with the contract, in accordance with the Act on Specific Terms of Consumer Sales and on the Amendment of the Civil Code of 27 July 2002 (Journal of Laws 2002 No. 141, item 1176; 2004 No. 96, item 959; 2009 No. 115, item 960).
 - Regularly rotating the mattress approximately every 3 months, both vertically and horizontally.
 - Using the mattress on a properly selected bed frame, in accordance with the suggestions provided in the offer.
 - The mattress must not be placed directly on surfaces such as the floor or a board, nor stored in damp rooms, as this may cause mould to develop.
 - Pocket spring, multi pocket, latex, and foam mattresses must not be used on bed bases other than those made of spring slats, with at least 28 slats and gaps no wider than 3 cm. Mesh-spring or solid board bases are strongly discouraged.
 - Bed bases with a central support rail must be supported both along their long sides and in the middle.
 - Mattresses and bed bases should be properly matched to the customer's weight at the time of purchase, in accordance with the suggestions provided in promotional materials or the recommendations of the shop assistant.
 - One should not jump, stand, or place heavy objects on the mattress, as this may cause damage.
 - A cover intended for washing (equipped with a separating zip) must be washed in accordance with the instructions on the label or in the company's promotional materials.
3. In the event of non-conformity with the contract in the purchased mattress, bed base, or cover, repairs must not be carried out independently, as this may result in the refusal of the complaint.
4. The following are natural factors and are not subject to claims under warranty, statutory warranty, or non-conformity of goods with the contract:
 - Mattress surface indentations up to 2 cm, which are permissible and a normal process resulting from the mattress adjusting to the anatomical shape of the user.
 - Differences in mattress dimensions, up to 2 cm, caused by the properties of the materials from which it is made.
 - Discolouration of foams or latex, which result from natural processes but do not affect the functional properties of the mattress.
 - A specific odour of the mattress depending on the raw materials used, which dissipates after a few days of use.
 - Minor wear of the cover progressing over time as a result of usage conditions and washing methods.

5. In the case of defective goods used in accordance with the above rules, the customer has the right to request repair, replacement, or a refund within 2 years from the date of purchase, upon presentation of proof of purchase of the goods.
6. A rolled mattress requires up to 72 hours to return to its proper dimensions (volume).

**FOR ANY ENQUIRIES, PLEASE
CONTACT:**

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e-mail: biuro@lanomeble.pl

Mon-Fri: 8am-4pm

Complaints Department:

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Mon–Fri: 8 a.m.–4 p.m.