



WARRANTY AND RULES OF USE AND MAINTENANCE





Dear Customer, thank you for the trust you've placed in the **Relaxsan** brand created by Alessanderx Spa.

During the production process this mattress has gone through rigorous controls that guarantee the quality of the workmanship. This quality, combined with that of the materials used, ensures a product built to last over time enriched by the typical care of craftsmanship. This mattress benefits from a warranty on quality and conformity, in accordance with the provisions of Legislative Decree no. 206 of September 6, 2005 ("Consumer Code").

This warranty is offered by Alessanderx S.p.A. and is valid for two years from the date of purchase recorded on the receipt, which must be provided by the buyer in order to prove the date of purchase. In case the proof of purchase cannot be provided by the buyer Alessanderx S.p.A. reserves the right to establish it from the date of production affixed on the mattress label.

- The warranty is valid if the defects are reported within 7 days from the date on which they are discovered, by e-mail to info@relaxsan.com, or by registered mail to be sent to Alessanderx spa, Via San Leonardo da Porto Maurizio 24/26/28 - 59100 Prato.
- If, following a timely complaint by the consumer, the existence of flaws and/or defects is confirmed, Alessanderx S.p.A. will be required to repair or replace the mattress, at its own discretion and expense.

WARRANTY EXCLUSIONS:

- Any tears, unstitching, holes, stains on the fabric, zipper defects or other imperfections that do not affect the functionality of the mattress must be contested at the time of delivery. For the purpose of calculating the terms, the date on the postmark stamp by the postal office will be taken into account.
- The presence or formation of “pellets” of fabric on the mattress, called “bioccolatura”. This phenomenon can be caused by fabrics such as sheets or bed linen with synthetic fibers. Synthetic fibers in contact with the mattress can cause rubbing, and in some cases with pressure, resulting in small agglomerates of fabric.
- Any damage to the mattress caused by discoloration of particularly colored sheets that give off color.
- The formation of mold on the mattress, or on the pillow as mold is a factor that comes from an environment that is poorly ventilated and rich in moisture.
- The mattress placed on an unsuitable surface, such as iron mesh or a single surface and slats that are too far apart.
- Personal reasons such as the buyer’s feeling at the time of purchase (e.g. comfort and support too stiff/soft, excessive perspiration, etc.) have changed after the purchase.
- Oxidation of the coating as oxidation does not preclude the use characteristics of the product.

- A tolerance of +/- 2 cm of the measurements due to the assembly of the elastic components is normal and does not constitute a defect
- Irregular use of the product in non-compliance with the Standards and Maintenance implies the termination of the Warranty.

Also not covered by warranty are stains on the mattress and any wear and tear resulting from normal use of the mattress.

Alessanderx S.p.A. reserves the right to send an agent to verify the defective mattress and determine the cause of the problem before collecting it for repair. While it is being taken away, the mattress must be protected with plastic film to prevent any other damage.

In the case of a replacement component on the mattress or pillow still under warranty, the product warranty will always be valid from the first date of purchase of the product and not from the date of replacement of the component.

IMPORTANT REMINDER: During the normal use of the mattress a settling of the materials that make up the mattress core occurs, which varies between 15% and 20% of the total thickness. This circumstance is to be considered normal and does not give right to any repair or compensation.

STANDARD WARRANTY:

Alessanderx S.p.A. also recognizes to the buyer a warranty term longer than that referred to in the Consumer Code, limited exclusively to the core of the mattress, (all other categories such as pillows beds, bedsteads are excluded from the extension) if the depression is greater than 15% of the height of the mattress and the rules set out in the Consumer Code are not applicable for the expiry of the terms.

Alessanderx S.p.A. may, at its discretion, replace or repair the mattress core if the degree of the depression is more than 15% of the mattress height, provided that:



the buyer provides the receipt as proof of purchase;



the buyer has registered on the website www.relaxsan.com



The buyer provides the barcode sewn on the mattress in order to identify the purchased product.

If the buyer does not provide the receipt, the barcode and has not registered on the site, the standard warranty is forfeited.

However, you can proceed with the repair by paying the shipping and repair costs. The costs for the replacement of the mattress core will be borne only partially by Alessanderx S.p.A.

In the event of a refund for a defect of the product core, the customer will be entitled to receive a new core of the same product by paying the difference based on the years of use. The terms of the warranty referred to in this paragraph are extended, up to a maximum of 6 years, compared to the two years of the law.

Once the legal and standard warranty terms have expired Alessanderx spa can repair the product, but the related costs will be charged to the user in the stores and on the website.

RULES OF USE AND MAINTENANCE

The mattresses can be delivered under vacuum-packed, to ensure easier transport and maximum hygiene. We recommend carefully removing the outer casing, without using sharp or pointed tools that can damage the mattress cover.

Vacuum-packed mattresses must be opened no later than one month from the date of purchase of the product.

After opening the vacuum-packed mattress, the cover may be slightly wrinkled, it is a normal consequence of the vacuum-packed mattress that will disappear in the following hours. After opening, the mattress immediately resumes its shape at 90%-95%. For a 100% recovery of the original shape wait 24 hours after opening the mattress. The mattress can still be used one hour after opening. At the time of opening the mattress the product may give off odor due to the nature of the materials that compose it. In the days following opening this odor will gradually reduce until it completely disappears.

Use the mattress on a wooden slatted base of the same size as the mattress, in order to ensure good ventilation and proper support. Avoid using the mattress on metal frames, very wide slatted bases or single-deck bases as these supports promote the stagnation of humidity and the consequent formation of mold. In addition to not allowing the elasticity of the mattress when a person sleeps, the single-deck slats could lead to unpleasant dips. If you use an incorrect base, the warranty will not be valid.

It is recommended to periodically check the slats to verify their condition and in case of problems we recommend to change

them to prevent the mattress from damaging or sinking. Check that there is a central support in the double bed frames and a central support foot is always present.



For good mattress storage, it is recommended to protect the mattress with an appropriate mattress cover, which protects it from liquids, stains and stagnation of humidity.



When you want to rotate the mattress, do not use the handles but instead use the internal structure of the mattress.



We do not recommend the use of a warming blanket, a source of heat that can damage the materials that make up the mattresses, especially in the case of latex, Memory and Gel mattresses.



Do not allow liquids or moisture to enter the mattress. The inner structure of the mattress should not be exposed to direct sunlight (applies only to latex mattresses).



Avoid folding or rolling up the mattress.



It is necessary to periodically rotate the mattress head/foot and under/over, in order to allow the optimal settling of the structure and padding and even wear of the product. In the case of a double mattress used by two people with different body weights, a regular alternation of the sides of the product is recommended for an even wear of the product.



It is recommended to ventilate the bedroom with the mattress without covers at least weekly in order to allow evaporation of humidity and prevent the onset of mold.

CLEANING AND WASHING INSTRUCTIONS

If you purchased a mattress with a removable cover you can easily remove the cover and dry clean it, or place it in the washing machine at a low temperature (30/40°C). Do not bleach. However, please refer to the label that is sewn on to the product with the washing instructions.

To dry the cover with memory foam inside, do not use the dryer but let it air dry naturally.

If you purchased a mattress without a removable cover, or if you do not intend to wash the mattress cover, you can clean it as follows:

- remove the linen and any mattress coverings;
- Use a vacuum cleaner with a suitable brush to remove coarse dust, hair, and lint on both sides and around the edges of the mattress. If you do not have a vacuum cleaner use a soft brush;
- fill a clean basin with lukewarm water and dissolve a few tablespoons of baking of soda in it;
- Get a clean neutral (not colored) cloth and wet it in the basin (the cloth must be wet and squeezed, it must not drip!);
- wipe the damp cloth on the surface and sides of the mattress.
- If necessary, give a second pass, always wringing out the rag;
- these last steps can be replaced by the use of a steam cleaner;
- ventilate and dry for a long time with the windows open.
- do not use aggressive products such as bleach, degreasing products, limescale removers, ant-rust products, etc.

Let the damp surface dry well to avoid mold growth. Do not dry with direct sources of excessive heat, such as irons or hair dryers. In the event of major stains, it is recommended to contact a professional that specializes in mattress cleaning.



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