

Warranty & Care Tips

Mattress & Divan

10 Years Limited Warranty

Your GETHA product has been constructed with the finest resilient upholstery materials designed to conform to your individual unique contour, giving you the utmost in comfort and support.

- Each mattress manufactured under license carries 10 Years Limited Warranty period, under international bedding guidelines, against manufacturing defeats.
- This limited warranty does not cover any bedding that has been soiled or burned, or has received obvious physical abuse or improper care. The manufacturer reserves the right not to handle any items for repair if, in our opinion, they are in an unsanitary condition.
- The limited warranty also does not apply to bedding that has been worn out due to abnormal use, and wear and tear over the years.
- This warranty covers normal household / personal use and service for the entire warranty period.
- Do not remove the tag label on your product. Removal of the tag will void the warranty.
- The cost of transportation is to be borne by the buyer.
- Any manufacturing defects arising within the first year of purchase will be repaired at no cost but cost of transportation shall be borne by the buyer.
- Should any manufacturing defects develop after the first year, any repair will be charged on a prorated basis based on 1/10th of the current retail price multiplied by the number of years used, plus transportation charges to the buyer.
- GETHA will not be held responsible for unauthorised repair or service. Any unauthorised repair or service performed will void this warranty.
- In line with GETHA's ongoing research and commitment towards excellence, the Company reserves the right to substitute materials of equal quality, should the identical materials are not available at the time of repair or replacement.
- GETHA reserves the right to repair or replace either parts of the mattress or base or the entire mattress or base at its option.
- In the event that we repaired or replaced or substituted mattress, this same warranty will continue from its original date of purchase.
- Please select your mattress wisely, there is no comfort or sleep satisfaction guarantee, this limited warranty covers only manufacturing faults. A product that is not suitable to your comfort (i.e. too soft or too hard) is not a manufacturer's warranty fault.
- All mattress will show body impressions as the upholstery settles. This is not a structural defect covered by this limited warranty. The upholstery is intended to provide cushioning to an individual's unique contours and body impression is unavoidable. In accordance to international standards, body impressions of 1 ½ inches or 38 mm is considered as normal.
- This warranty covers all Getha mattresses excluding the Sunny 5 model.
- This warranty is not transferrable.
- This warranty is valid only in selected countries.

Helpful tips on how to care for your mattress

- While using your mattress, please turn or rotate your mattress every three months. This will help to even out body impressions, which is a normal occurrence for any new product.
- Kindly avoid jumping on your mattress as it will deteriorate the inner structure and eventually lose its natural properties.
- Use bed sheet to cover your mattress to protect it from dirt and water spill. Clean and change the cover regularly.
- Do not use dry cleaning fluid or any type of chemical liquid on your mattress.
- Regular low suction vacuuming on the surface of the mattress will help maintain the product in good condition for lasting use.
- To remove stains, use mild soap and lukewarm water. Lightly press on the stain and use a dry cloth to remove and absorb excess moisture. Allow to dry thoroughly before reuse.
- Do not expose your latex mattress to direct sunlight or sun, as natural latex is sensitive to direct sunlight or heat.
- GETHA recommends that the bedframe, base or foundation of your new GETHA mattress must be fully supportive for the GETHA mattress for full warranty coverage.
- It is highly recommended to use GETHA's own divan base as it had been designed to fully support GETHA products.
- The use of a sagging or non-supporting base or foundation with excessive gaps between the slats or narrow tubing (ie. Should be not more than 30mm width apart), which if, in GETHA's opinion is not supportive, will negate the terms of this limited warranty. The base or foundation must be of sound structure and meet the industry standards.
- It is most important that legs and castors are secured tightly in place at all times. It is not the manufacturer's responsibility if loose legs causes damage or breakage to the base leg or bed frame.
- It is not recommended to expose your GETHA products to flammable materials.
- This warranty is valid only in selected countries.

Baby Mattress

5 Years Limited Warranty

- GETHA Baby Mattress carries 5 Years Limited Warranty from the date of purchase, under international bedding guidelines against manufacturing defects.
- This warranty does not include the bedding and covering material that has been soiled or burned, or has been worn out due to abnormal use, or has received obvious physical abuse or improper care, or wear and tear over the years.
- This warranty covers normal household / personal use and service for the entire warranty period.
- Do not remove the tag label on your mattress. Removal of the tag will void the warranty.
- GETHA reserves the right to refuse service and invalidate this warranty when, upon inspection, the mattress is found to be in an unsanitary condition, or when the product failure is due to causes other than defective manufacturing workmanship or materials.
- The cost of transportation is to be borne by the buyer.
- Any manufacturing defects arising within first year of purchase will be repaired at no cost. Should any manufacturing defects be discovered after first year, any repair will be charged on a prorated basis based on 1/5th of the current retail price multiplied by the number of years used, plus transportation charges to the buyer.
- GETHA will not be held responsible for unauthorised repair or service. Any unauthorised repair or service performed will void this warranty.
- In line with GETHA's ongoing research and commitment towards excellence, the Company reserves the right to substitute materials of equal quality, should the identical materials are not available at the time of repair or replacement.
- In the event that we repaired or replaced or substituted mattress, this same warranty will continue from its original date of purchase.
- All mattress will show body impressions as the upholstery settles. This is not a structural defect covered by this limited warranty. The upholstery is intended to provide cushioning to an individual's unique contours and body impression is unavoidable. In accordance to international standards, body impressions of 1 ½ inches or 38 mm is considered as normal.
- This warranty is not transferrable.
- This warranty is valid only in selected countries.

Helpful tips on how to care for your Baby Mattress

- Do not expose your product to direct sunlight or sun, as natural latex is sensitive to direct sunlight and heat.
- Regular low suction vacuuming on the surface of the product will help maintain the product in good condition for lasting use. To remove stains, use mild soap and lukewarm water. Lightly press on the stain and use a dry cloth to remove and absorb excess moisture. Allow to dry thoroughly before reuse.
- Use bed sheet or mattress cover protect it from dirt and water spill. Clean and change your cover regularly.
- Kindly avoid jumping on your mattress, this could do damage to the interior construction.
- Do not dry clean, spin dry or tumble dry.
- Do not use dry cleaning fluid or any type of chemical liquid on your product.
- Use an appropriate bedding cover to cover your mattress to protect it from dirt and water spill. Clean and change the cover regularly.

Topper

5 Years Limited Warranty

- Each Topper manufactured under license carries 5 years limited warranty on manufacturing defects from construction and raw materials including stitching, foam breakdown and layer separation.
- This limited warranty does not cover any topper that has been soiled or burned, or has received obvious physical abuse or improper care. The manufacturer reserves the right not to handle any items for repair if, in our opinion, they are in an unsanitary condition.
- The limited warranty also does not apply to topper that has been worn out due to abnormal use, and wear and tear over the years.
- This warranty covers normal household / personal use and service for the entire warranty period.
- Do not remove the tag label on your product. Removal of the tag will void the warranty.
- The cost of transportation is to be borne by the buyer.
- GETHA reserves the right to refuse service and invalidate this warranty when, upon inspection, the topper is found to be in an unsanitary condition, or when the product failure is due to causes other than defective manufacturing workmanship or materials.
- Should any manufacturing defects develop after the first year, any repair will be charged on a prorated basis based on 1/5th of the current retail price multiplied by the number of years used, plus transportation charges to the buyer.
- GETHA will not be held responsible for unauthorised repair or service. Any unauthorised repair or service performed will void this warranty.
- In line with GETHA's ongoing research and commitment towards excellence, the Company reserves the right to substitute materials of equal quality, should the identical materials are not available at the time of repair or replacement.
- In the event that a repaired or replacement or substituted is made, this same warranty will continue from its original date of purchase.
- A latex topper, pad or mattress will soften naturally over its life, and this is not covered by the warranty.
- This warranty is not transferrable.
- This warranty is valid only in selected countries.

Helpful tips on how to care for your topper

- Do not expose your product to direct sunlight or sun, as natural latex is sensitive to direct sunlight and heat.
- Do not use dry cleaning fluid or any type of chemical liquid on your product.
- Regular low suction vacuuming on the surface of the product will help maintain the product in good condition for lasting use. To remove stains, use mild soap and lukewarm water. Lightly press on the stain and use a dry cloth to remove and absorb excess moisture. Allow to dry thoroughly before reuse.
- Do not dry clean, spin dry or tumble dry.
- Use bed sheet or mattress cover protect it from dirt and water spill. Clean and change the cover regularly.
- Kindly avoid jumping on your topper, this could do damage to the interior construction.
- It is not recommended to expose your GETHA products to flammable materials.

Others

- The Oxford Adjustable Bed's motor carries a limited warranty period of 12 months.
- The 3 In 1 Bedframe carries a limited warranty for the below,
 - Plywood base
 - Quilting thread defect
 - 4 piece roller of the pull out bed
- The Leaf Bedframe carries a limited warranty for the Hydraulic.