

Terms of Warranty:

3-Year & 5-Year Warranty

Warranty coverage:

- Manufacturing defects (other than cover), which excludes fair wear and tear, negligent use and the covering material.
- Sagging. (only in the event that sagging was found in mattress which is continuously supported by matching foundation or equivalent with an appropriate frame)
- Body impression of 1.5” or greater.

Item NOT covered:

Items and damages not specifically listed in the “Warranty Coverage” section are not covered.

For example;

- Mattress Fabric. (including stains, destructive insect, soiling & burns)
- Transportation Costs.
- If the products are used for commercial purpose, for example hotels, motels or institutional facilities.

10-Year & 12-Year Warranty

Limited Warranty Coverage:

- Honey mattress offers “Limited Warranty”. This indicates that the warranty period provided does not extend to every possible situation.
- The warranty is valid only for the original purchaser, and valid only for the residential use. Contracts and commercial usages are not covered by this warranty.
- This warranty as first timer replacement for valid limited warranty. If products are repaired or replaced under this limited warranty, the original mattress warranty is not extended.
- This “Limited Warranty” does not cover FOC items.
- Any manufacturing defects develop after first year, repair or replacement or credit value of the mattress will be charged on a prorated basis based on 1 / number of years limited warranty (e.g.: 1/10) of the current mattress value multiplied by the number or years used, plus transport charges.
- This warranty is void if the mattress has been serviced or repaired outside of factory.
- This warranty is void if the foundation is not firm, even or supportive. A foundation that is too hard, too soft, not supportive, or restricts air circulation may damage your mattress and void the warranty.
- This warranty does not cover any bedding that has been soiled or burned, or has received obvious physical abuse or improper care to the fabric. The manufacturer reserves the right not to handle any items for repair due to they are in an un sanitary condition.
- Purchaser must keep sale receipt or other proof of purchase, and provides copies of these documents at the time you submit a claim under this limited warranty.
- Notifications of claims under this limited warranty or other enquiries shall be directed to the retailer from whom the product was originally purchased. If retailer cannot be contacted while find the manufacturer for warranty request.
- This limited warranty covers only manufacturing defects, which has been inspected and certified by Honey personnel.
- Honey does not warrant that this mattress is suitable for any person’s health or medical condition, and makes no warranty beyond what is contained in writing above.
- Honey reserves the right to substitute the materials of equal quality if identical materials are not available at the time of repair or replacement.
- Honey shall not be liable to pay any consequential or incidental damages, or damages or expenses of any other nature whatsoever.
- This limited warranty does not apply to international warranty. This warranty only applied to local warranty.
- Honey reserves the right and authority to amend the terms and conditions without prior notice.

Warranty Coverage:

- Coils or wires that are loose or broken.
- Coils and wires that protrude or rip through the fabric.
- Mattress concaves more than one and half inch (1.5") or greater.
- Sagging: ONLY your mattress is continuously supported by matching foundation or equivalent, with an appropriate frame.

This warranty does not apply to:

- Mattress that is stains, soiling, burns or infested with vermin, even if defective.
- Mattress if found to be in unsanitary condition.
- Border wires bent due to moving or bending the mattress.
- Mattress damage due to inappropriate foundation or support system.
- Structural damage due to using improper bed frame or support system.
- The manufacturer will not consider normal body impressions constitute a defect material or workmanship for purposes of this limited warranty.
- Transportations, inspection or removal costs.
- Comfort preferences.
- Merchandise sold "as-is", "distressed" or "floor model / sample".
- Do not provide sale receipt or other proof of purchase / supporting documents at the time of claim submission.
- If the products are used for commercial purpose, for example hotels, motels or institutional facilities.