



When It Comes to Your Sleep
**Trust Centuary Mattresses,
India Ka Sleep Specialist!**



WARRANTY CARD



INDIA KA SLEEP SPECIALIST

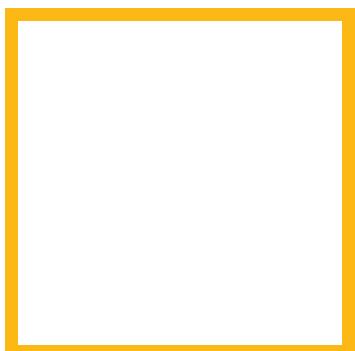
TO BE FILLED IN AT THE TIME OF PURCHASE

**DEALER'S NAME
& ADDRESS (WITH SEAL)**

Mattress Model:

Mattress Code:

Date of Purchase:



CENTUARY GUIDE TO MATTRESS CARE



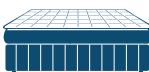
Do not bend, or roll your mattress. This may weaken the bonding and eventually lead to sagging.



Do not allow any liquid seepage into the mattress as this will damage the structure of the bare block/coir.



Rotate the mattress "head to foot" once every month so that body impressions are not permanently retained.



Place the mattress on a cot of similar size and ensure that the surface of the cot is hard and even



Do not place hot objects on the mattress.



Do not expose the mattress to smoke or any open flame.



SCAN ME OR

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customercare@centuaryindia.com

WEBLINK

**[www.centuaryindia.com/
warranty-registration-form](http://www.centuaryindia.com/warranty-registration-form)**

**EASY WARRANTY
REGISTRATION**



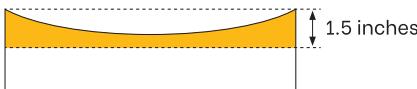
Collection Name	Product Name	Warranty	Mattress Type	Thickness
	Chakrazen	15 Years	Hybrid Mattress	8" & 10"
	Earth Bed	15 Years	Hybrid Mattress	8" & 10"
	Natura Latex	10 Years	Latex Mattress	8"
	Hexa	10 Years	Pocket Spring	8"
	Gel Latex	10 Years	Latex Mattress	7"
	Wave Pro	10 Years	Pocket Spring	8"
	Lumbar Rest	10 Years	Bonnell Spring	8"
	Uplift	7 Years	Pocket Spring	6"
	Spirit	6 Years	Bonnell Spring	6"
	Q-Gel Natura	10 Years	Latex Mattress	6" & 8"
	Q-Gel Luxury	7 Years	Foam Mattress	8"
	Q-Gel Comfort	7 Years	Foam Mattress	6"
	Ortho Active	10 Years	Coir Mattress	6" & 8"
	Posture Pro	10 Years	Foam Mattress	6" & 8"
	Coco Rest	10 Years	Coir Mattress	6" + 1"
	Spine Support	7 Years	Coir Mattress	6"
	Dr. Sleep +	5 Years	Coir Mattress	5"
	PU Rest	25 Years Guarantee	Foam Mattress	6" & 8"
	Naturopedic	10 Years	Foam Mattress	5" & 7"
	Ortho Latex	7 Years	Latex Mattress	5" & 6"
	Latex Pro	7 Years	Latex Mattress	6"
	Tuff 2.0	7 Years	Foam Mattress	4.5" & 6"
	Viscoshine	5 Years	Spring Mattress	6"
	Triplex	5 Years	Foam Mattress	6"
	Back Pro	5 Years	Foam Mattress	5" & 6"
	King Bond	3 Years	Foam Mattress	4"
	Flexi Star	3 Years	Foam Mattress	4" & 5"
	Bubble	2 Years	Coir Mattress	4" & 5"
	Sunshine	2 Years	Foam Mattress	5" & 6"
	Moonshine	2 Years	Coir Mattress	4"
	Bouncy	2 Years	Foam Mattress	5"
	Firm Coir	2 Years	Coir Mattress	4" & 4.5"
	Puffy	2 Years	Foam Mattress	4"
	Jolly	2 Years	Foam Mattress	4"

Firmness	Finish Type	Materials Used
Soft	8" - Box Top 10" - Box Top + Pillow Top	Latex Foam, Micro Springs, CNC Contour cut Foam & PU Foam
Medium Firm	8" - Tight Top 10" - Pillow Top	Latex Foam, CNC Contour cut Foam & PU Foam
Medium Firm	Waterfall	Rebonded Foam, Rubberised Coir, Copper Gel Foam & Latex Foam
Soft	Waterfall	Pocketed Spring, Contoured PU Foam, Memory Foam, Latex Foam & Stiffer Foam
Medium Firm	Zipped Cover	Rebonded Foam, Copper Gel Foam & Latex Foam
Medium Firm	Box Top	Pocket Spring, CNC Contour Cut foam, HR Foam
Medium Firm	Box Top	HR Foam, Bonnell Spring & Contoured PU Foam
Soft	Tight Top	Pocketed Spring & Stiffer Foam
Medium Firm	Tight Top	Bonnell Spring & HR Foam
Medium Firm	6" - Tight Top 8" - Euro Top	Hi Rez Antisag Foam, 3 zone Contour Foam, Copper Gel Foam, 7 zone Pincore Latex
Soft	Euro Top	Hi Rez Antisag Foam, Contoured PU Foam, Soft Foam & Copper Gel Memory Foam
Soft	Tight Top	Hi Rez Antisag Foam, Contoured PU Foam, Soft Foam & Copper Gel Memory Foam
Extra Firm	6" - Tight Top 8" - Pillow Top	Rubberised Coir, Rebonded Foam, Copper Gel Foam & Memory Foam
Medium Firm	Tight Top	Rebonded Foam, Ortho Foam, Copper Gel Foam & Memory Foam
Medium Firm	Pillow Top	Rubberised Coir, Rebonded Foam, CNC Contour Cut Foam & HR Foam
Extra Firm	Tight Top	Rubberised Coir, Ortho Foam & Rebonded Foam
Extra Firm	Tight Top	Rubberised Coir, Ortho Foam & Rebonded Foam
Soft	Tight Top	PU Foam, Contoured HR Foam & HR Foam
Extra Firm	Tight Top	Rebonded Foam, Soft Foam & Copper Gel Foam
Medium Firm	Pillow Top	Rebonded Foam, Latex Foam & PU Foam
Medium Firm	Zipped Cover	Latex Foam, HR Foam & PU Foam
Medium Firm	Tight Top	Rebonded Foam, Profiled HR Foam & Stiffer Foam
Medium Firm	Tight Top	Bonnell Spring, HR Foam & Memory Foam
Medium Firm	Tight Top	HR Foam, Memory Foam & Soft Foam
Medium Firm	Tight Top	Rebonded Foam & PU Foam
Extra Firm	Tight Top	Rebonded Foam & Stiffer Foam
Medium Firm	Tight Top	Stiffer Foam & PU Foam
Extra Firm	Tight Top	Rubberised Coir & Ortho Foam
Extra Firm	Tight Top	Ortho Foam, PU Foam & Profiled HR Foam
Extra Firm	Tight Top	Rubberised Coir, Ortho Foam
Extra Firm	Tight Top	Rebonded Foam, PU Foam & EPE
Extra Firm	Tight Top	Rubberised Coir, PU Foam & EPE
Extra Firm	Tight Top	PU Foam & EPE
Extra Firm	Tight Top	Rebonded Foam & EPE

TERMS OF WARRANTY

Warranty Guidelines: This section gives the guidelines and terms of enforcement of the warranty policy:

1. Warranty will be applicable from date of purchase of the product.
2. If we found the mattress is replacable after inspection by company staff is done, the company will pick up the old mattress from customer's location and also deliver the new mattress
3. Warranty does not cover depression of less than 1.5" in the Mattresses of thickness 5" & above and depression of less than 1" in the Mattresses of thickness less than 5"



4. If one of your pair mattresses has sagged, then only the sagged mattress will be replaced, given that the mattress of same thickness and same model is currently available.
5. If the variety of mattress that was purchased has been discontinued, then a new mattress in the same price range as the original will be delivered.
6. Size variation means variance in length or width of the mattress by more than +12mm or -12mm from the stated size
7. Process and timeline: Centuary Mattresses may adopt the process, and deliver the repaired mattress, or a replacement thereof, within the timelines required for the said process. The mattress will be moved to the factory or premises for carrying out repairs or reconstruction. Centuary Mattresses will not provide a replacement mattress during the process/time of repairs or reconstruction.
8. Centuary Mattresses shall not be liable for any direct or indirect, consequential damages, losses, or costs arising out of injury or damage resulting from the use of the mattress for any purpose, under any theory of liability. In any case, the liability of Centuary Mattresses shall be limited to the cost of the mattress. Centuary Mattresses disclaims all implied warranties concerning the fitness, merchantability and functionality for a particular purpose, or otherwise.
9. The method for checking the thickness of the mattress is given in Annexure 1.
10. Customers can avail service at your doorstep where the company arranges for inspection of the mattress at your home at an additional cost of Rs. 300/- per visit (within city limits) and Rs. 600 (outside city limits).
11. Warranty Calculation
 - If any Manufacturing defect arises in the first year, we will have the product replaced or repaired.
 - If the defect arises after 1 year of use, a pro-rata warranty is applicable for the balance warranty period. It means that the pro-rata value in rupees will be offered as a discount for a new mattress purchase from Centuary, of equivalent or higher value. It is calculated as follows:

Warranty	7 years
Customer used	2 years
Balance warranty period	5 years
The discount amount for the new Centuary Mattress	(Rs. 14,000/- x 5 years)/ 7years = 10,000/-

12. While the Company will do its best to replace the defective mattress at the earliest, the actual time required for replacement will depend on the availability of the product.
13. The manufacturer's decision will be final and binding on any claim relating to warranty.

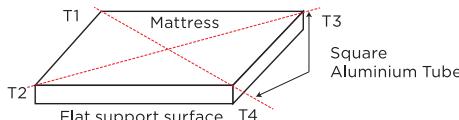
I) Warranty will not be applicable in following cases:

1. Purchase Invoice and Warranty card/ Warranty registration number are not available.
2. If the mattress is out of warranty period.
3. Opening of stitches (both quilt and tape edge) are reported after 15 days of the purchase date will not be covered under warranty.
4. Liquid Stains occurring on the mattress tapestry after unpacking or removing the packing/polybag and subsequent use at customers end will not be covered under warranty.
5. Warranty is limited to sagging of the mattress and does not include fabric damages such as tears, liquid stains, colour fading, bleeding, lint and soils iron marks (Burns).
6. Bending/folding/cutting/mishandling of the mattress by consumer.
7. Mattress is placed on soft or uneven surface, or a bed/cot of the wrong size.
8. Seepage of water or any other liquid onto the mattress.
9. Placing any heavy or unusual object on the mattress.
10. Infestation by insects or rodents.
11. Exposure to heat or fire/smoke.
12. Warranty doesn't cover preferences in mattress comfort levels
13. Any smell that may occur during usage due to moisture or air from the surrounding environment.
14. Customer is unwilling to allow on-site inspection of mattress by company sales representative.

Annexure - I - Thickness Measurement Technique

The standard method to measure the thickness of a mattress is given below

1. Place the mattress on a rigid, horizontal and flat support surface
2. Use a square or flat pipe/tube (preferably more than 2 meters in length)
3. Place a tube diagonally joining opposite corners of the mattress (as given in the diagram below) and repeat on the other diagonal so that thickness can be measured at all four corners
4. Measure the distance between bottom edge of the tube and the flat support surface on which the mattress has been placed
5. The thickness will be the average of all four readings: $T=(T1+T2+T3+T4)/4$



Do not press down on the mattress while measuring to ensure that you get the correct depth. Measure the thickness after keeping Mattress on a horizontal flat surface (as shown in figure below) and not vertically.



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Foam Pillow



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Opposite BHEL Enclave, Tarbund, Secunderabad - 500 009. E-mail: customercare@centuaryindia.com