

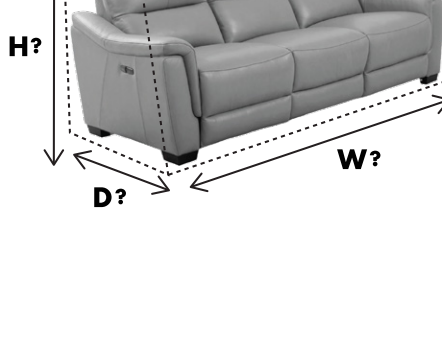
In preparation for your purchase and delivery

Prior to finalising your purchase, we advise you to measure the following to ensure that the delivery process is seamless:

- Lift – landing door (width x length) and cabin (width x length + diagonal)
- Doors – width x length
- Staircase – stairway (width x length) and landing (width x length + diagonal)

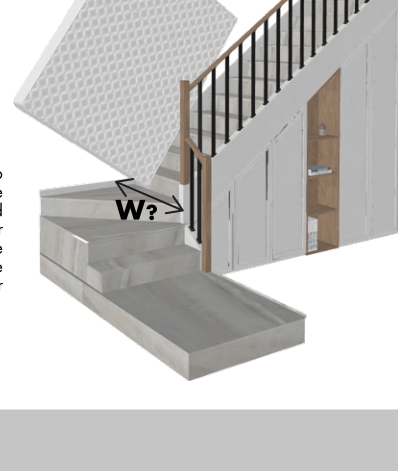
Our sales associates will advise you on whether the Product purchased can be delivered.

DELIVERY DETAILS - SIZES & DIMENSIONS



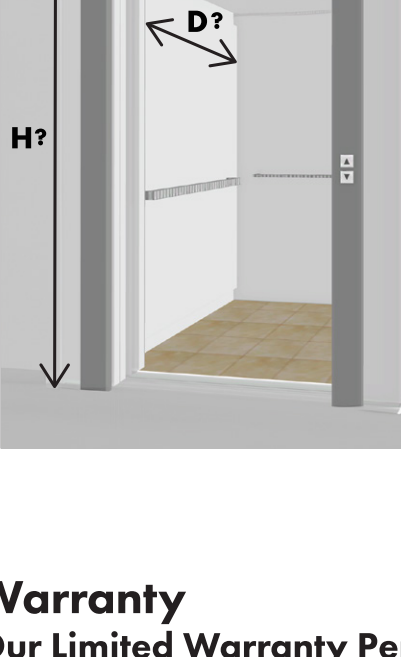
MEASURE WITH PACKAGING

To minimize the risk of damage, our mattresses and sofas are packaged in plastic + cardboard. Start by noting the packaged dimensions of your mattress or furniture.



NAVIGATING THE STAIRS

Stairs can be challenging, so make sure to measure at their narrowest point. If you have a landing, measure its width, depth, and height, ensuring these dimensions are larger than your furniture. Also, check that the distance between any banisters and the ceiling exceeds the packaged depth of your sofa at its narrowest height.



PREPARING TO FIT YOUR MATTRESS/ FURNITURE THROUGH DOORS

Kindly assess the open door's height and width, as well as the lift's depth, to verify your mattress/sofa will fit. If these measurements exceed the mattress or furniture's width, height, and depth, the moving process should be seamless.

Warranty

Our Limited Warranty Period

Product	Limited Warranty Period	Manufacturing Defects
Bedding Accessories/ Bed Linens	No Warranty	Not applicable
Foam Mattress (except for King Koil Orthoguard Baby Series)	No Warranty	Not applicable
Sofa Bed	No Warranty	Not applicable
Sofa and Recliner	1 year on manufacturing defects	Tearing of sofa upholstery (at the discretion of Manufacturer) and failure of wooden frame/legs and mechanism.
Bedframe	1 year on manufacturing defects	Tearing of bedframe upholstery and failure of wooden frame/legs/casters.
Foam Mattress (King Koil Orthoguard Baby Series only)	1 year on manufacturing defects	Tearing of mattress upholstery or softening of comfort layers and/or paddings
Posturised Spring Mattress	1 year on manufacturing defects, 10 years on the posturised springs	
Individual Pocketed Spring Mattress	1 year on the manufacturing defects, 15 years on the individual pocketed springs	

We advise you to fill up and submit your warranty application immediately after delivery for your warranty to be effective.

If you detect any manufacturing defects or damages that are not due to misuse or wear and tear, please contact us at **+65 6269 8155** or email us at customerservice@mgc.com.sg with the following:

- Contact details (name, contact number and delivery address);
- Brief description of the Product issue you have encountered;
- Proof of Purchase

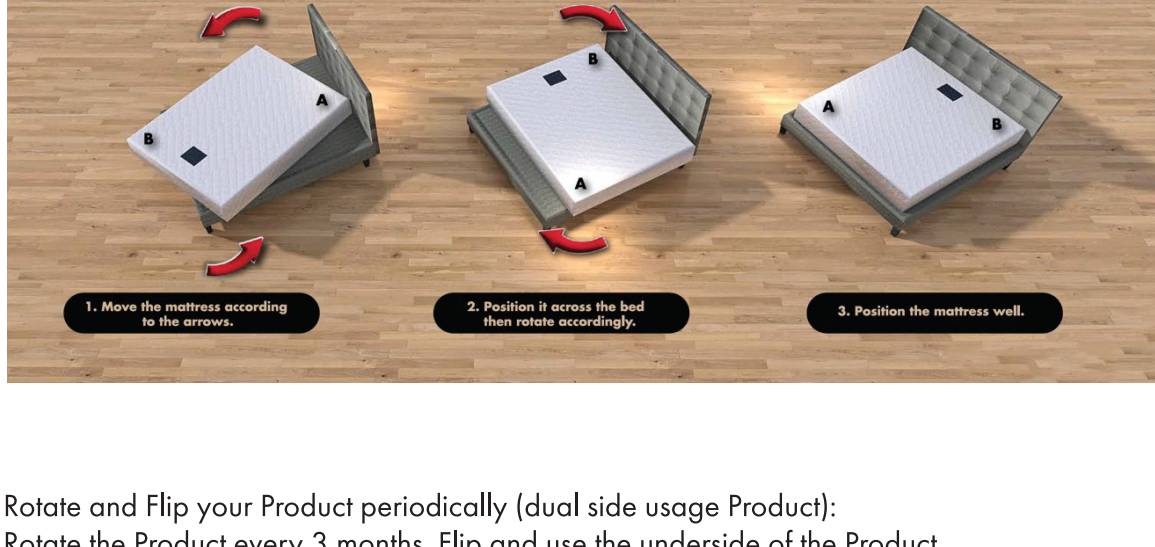
We will contact you and arrange for our service team to assess the situation.

Caring for your Product

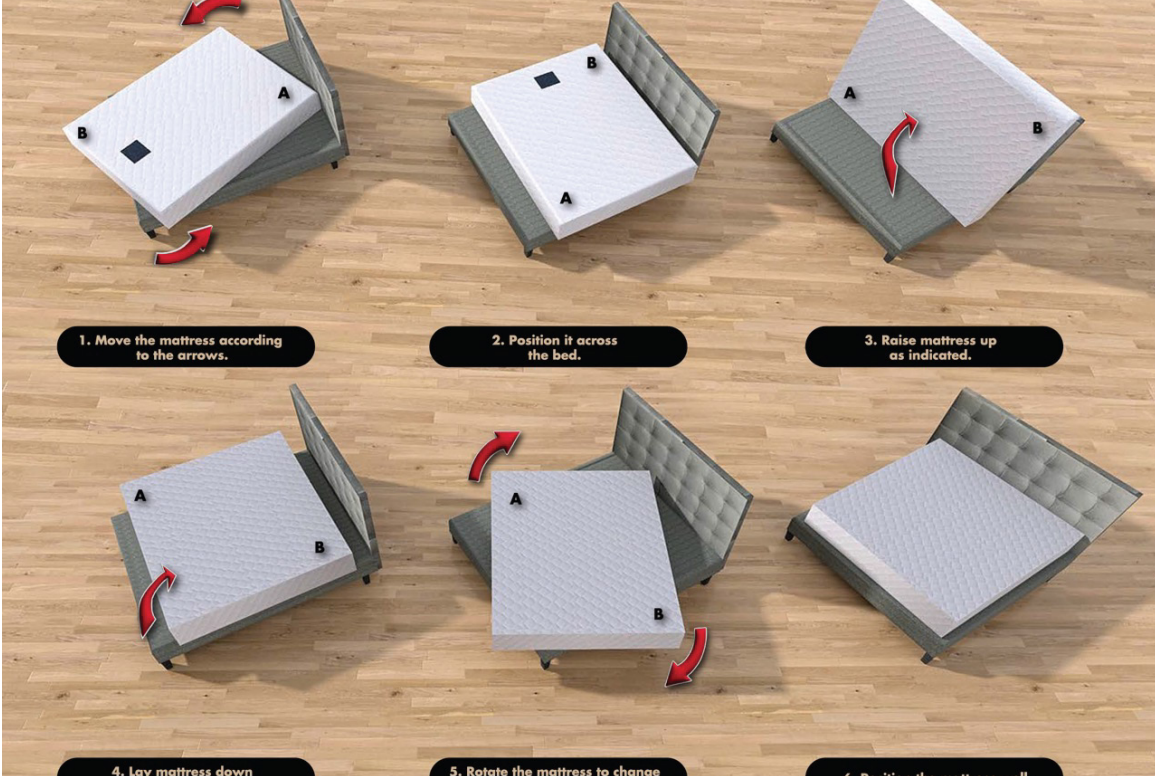
Caring for your product (the "Product") will improve its comfort performance. It will relieve the compression on the upholstered materials and comfort layers. Body compressions of less than 38mm and/or 1.5 inch may appear during this period – but this is not a product defect. Please use a mattress protector to prevent the Product from being soiled. Soiled Products will negate the warranty coverage.

The single sided usage/non-flip Products will have an Anti-Slip finishing on the underside of the Product to ensure the Product has a better grip on the bed base. The dual side usage Product/flip Products will have the same finishing on the top and reverse panel.

Rotate your Product periodically (single side usage Product):
Rotate the Product every 3 months.



Rotate and Flip your Product periodically (dual side usage Product):
Rotate the Product every 3 months. Flip and use the underside of the Product.
Rotate the Product every 3 months.



Please do not attempt to bend, squeeze, jump and/or damage the Product.
It takes up to 30 nights for your body to be conditioned to the new product.
Lift the sides of the Products when fitting on the bed linens.
Do not pull the edges of the Product.

Warranty (Mattress)

The quality and craftsmanship built into every mattress (the "Product") allows the Manufacturer to offer a limited warranty (the "Limited Period"). The Limited Warranty is applicable only if the Product is used and handled in accordance with the Manufacturer's guidelines set out below. The Limited Warranty is not a comfort guarantee, but is designed to address structural defects.

Manufacturing defects refer to workmanship or faulty materials due to manufacturing defects.

Repair or Replacement

During the warranty period, the Product may be repaired or have parts replaced at the Manufacturer's absolute discretion. If an identical material is not available at the time of service, Manufacturer may substitute with materials of a comparable quality.

The Manufacturer may charge for the transport, delivery or handling charges incurred in inspecting the Product at your premises, as well as transporting the Product to and fro Manufacturer's factory.

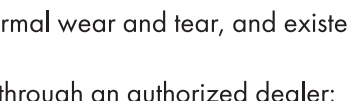
Body Impression

All Products may show some body impressions as the upholstery and comfort layers settle and this is not a structural failure / manufacturing defect of your Product that is covered by this Limited Warranty. It is an indication that the upholstery and manufacturing layers are conforming to your body contours.

Impressions of upholstery materials of 38mm or 1.5 inch or less are not considered as sagging of the Product (please see the image below on how this depth is measured). When two people sleep on a Queen/King sized mattress, you may realise that the centre of the mattress is raised. It is an indication that the upholstery and comfort layers are conforming to each person's body and pressure points.

Excluded Circumstances

Example: Measure the depression by making a straight line across the top with a yard stick. Then measure the distance from the straight line to the top of the quilt surface at the lowest point of depression. In this example, the mattress has a 1 1/2" depression - this is NOT a defect covered by this Limited Warranty.



This Limited Warranty shall not apply to damages resulting from normal wear and tear, and existence of any of the following circumstances:

- If the Product was not manufactured by us and/or purchased through an authorized dealer;
- If notice of defects in workmanship is not given to Manufacturer within 30 days upon delivery;
- If the Product has been damaged by the use of detergents, abrasives and/or other harsh cleaning agents;
- If the Product has been bent, squeezed or damaged as a result of infants, children, adults or pets jumping on the Product;
- If Manufacturer's instructions for using and maintaining the Product has not been followed; or if the Product has otherwise been damaged as a result of poor maintenance, or careless use;
- If the Product is very soiled and unhygienic, including but not limited to situations where the Product had been infested with insects as a result of proximity with other products not manufactured by Manufacturer or soiled by urine or blood. When product failure is due to causes other than defective workmanship or material;
- If the damage is a result of negligence, abuse, normal wear and tear, or accidents (including but not limited to burns, cuts, scratches, tears, scuffs, watermarks, indentations or damage by pets).
- If the Product had not been purchased by the original purchaser for own use but for, including but not limited to, hire sale purposes;
- If the Product is used for commercial purposes, unless specifically designed and built for commercial use or assembled incorrectly by the customer;
- If the original purchaser otherwise parts with possession of the Product;
- If the Product is damaged due to use with an inadequate foundation. Our Products are designed to rest on a solid plywood board. Our Products are not designed to rest on slat bases. You will have to purchase a plywood baseboard from the Manufacturer to place on the slats;
- If the handles affixed on the Product have been misused. Handles affixed to the Product are intended to assist in the positioning of the Product, not used to shift/lift or pull the Product;
- If repairs have been attempted other than those by Manufacturer's staff and parts of the Product have been replaced with a part or parts which have not been approved by Manufacturer;
- If the Product was purchased as a "Clearance" and/or "Display" piece at the time of purchase.

Consequential Losses

Manufacturer shall not be liable for any loss of use or loss of profit or consequential loss or damage incurred as a result of the repairs to the Product.

The remedies provided herein are exclusive remedies provided under any guarantee for this Product, express or implied. Manufacturer shall not be liable for any indirect, incidental or consequential damages arising out of the use of this Product, and in no event shall Manufacturer's liability exceed the purchase price of the Product.

No extension of Warranty Period

If the products are repaired or replaced, the Product warranty period will not be extended. All implied warranties on this Product, including any implied guarantee of merchantability or fitness for a particular purpose, shall not exceed in duration the term of this Limited Warranty. The foregoing guarantee is in lieu of all other warranties or conditions, and Manufacturer makes no additional warranties or conditions, express or implied, as to any of its products, including any warranties of merchantability or fitness for a particular purpose, which are hereby expressly excluded and disclaimed.

Warranty (Sofa and Bedframe)

The quality and craftsmanship built into every sofa and bedframe (the "Product") allows the Manufacturer to offer a limited warranty (the "Limited Period"). The Limited Warranty is applicable only if the Product is used and handled in accordance with the Manufacturer's guidelines set out below. The Limited Warranty addresses structural defects.

Manufacturing defects refer to workmanship or faulty materials due to manufacturing defects. It will include, but is not limited to the wooden frame, upholstery and/or the mechanism.

Repair or Replacement

During the warranty period, the Product may be repaired or have parts replaced at the Manufacturer's absolute discretion. If an identical material is not available at the time of service, Manufacturer may substitute with materials of a comparable quality.

The Manufacturer may charge for the transport, delivery or handling charges incurred in inspecting the Product at your premises, as well as transporting the Product to and fro Manufacturer's factory.

Excluded Circumstances

This Limited Warranty shall not apply to damages resulting from normal wear and tear, and existence of any of the following circumstances:

- If the Product was not manufactured by us and/or purchased through an authorized dealer;
- If notice of defects in workmanship is not given to Manufacturer within 30 days upon delivery;
- If the Product has been damaged by the use of detergents, abrasives and/or other harsh cleaning agents;
- If the Product has been bent, squeezed or damaged as a result of infants, children, adults or pets jumping on the Product;
- If Manufacturer's instructions for using and maintaining the Product has not been followed; or if the Product has otherwise been damaged as a result of poor maintenance, or careless use;
- If the Product is very soiled and unhygienic, including but not limited to situations where the Product had been infested with insects as a result of proximity with other products not manufactured by Manufacturer or soiled by urine or blood. When product failure is due to causes other than defective workmanship or material;
- If the damage is a result of negligence, abuse, normal wear and tear, or accidents (including but not limited to burns, cuts, scratches, tears, scuffs, watermarks, indentations or damage by pets).
- If the Product had not been purchased by the original purchaser for own use but for, including but not limited to, hire sale purposes;
- If the Product is used for commercial purposes, unless specifically designed and built for commercial use, or assembled incorrectly by the customer, or used for other purposes;
- If the original purchaser otherwise parts with possession of the Product;
- If repairs have been attempted other than those by Manufacturer's staff and parts of the Product have been replaced with a part or parts which have not been approved by Manufacturer;
- If the Product was purchased as a "Clearance" and/or "Display" piece at the time of purchase

Consequential Losses

Manufacturer shall not be liable for any loss of use or loss of profit or consequential loss or damage incurred as a result of the repairs to the Product.

The remedies provided herein are exclusive remedies provided under any guarantee for this Product, express or implied. Manufacturer shall not be liable for any indirect, incidental or consequential damages arising out of the use of this Product, and in no event shall Manufacturer's liability exceed the purchase price of the Product.

No extension of Warranty Period

If the products are repaired or replaced, the Product warranty period will not be extended. All implied warranties on this Product, including any implied guarantee of merchantability or fitness for a particular purpose, shall not exceed in duration the term of this Limited Warranty. The foregoing guarantee is in lieu of all other warranties or conditions, and Manufacturer makes no additional warranties or conditions, express or implied, as to any of its products, including any warranties of merchantability or fitness for a particular purpose, which are hereby expressly excluded and disclaimed.