

With the past
four generations,
we are creating
the future.

PRODUCT GUARANTEE

*This product guarantee is only valid within Malaysia.



Body Comfort Impression

Top-quality mattress use extra-plush foams to create comfort layers designed to cradle your body and relieve pressure. After the first few weeks you sleep on your new mattress with these extra comfort layers, you will likely notice some body signatures. These impressions are normal. Any impression of less than 3cm of the original mattress height is normal, they indicate that the comfort layers are conforming to your body, which is what they are designed to do, and shouldn't be considered a sign of defect or sagging

New Mattress Experience

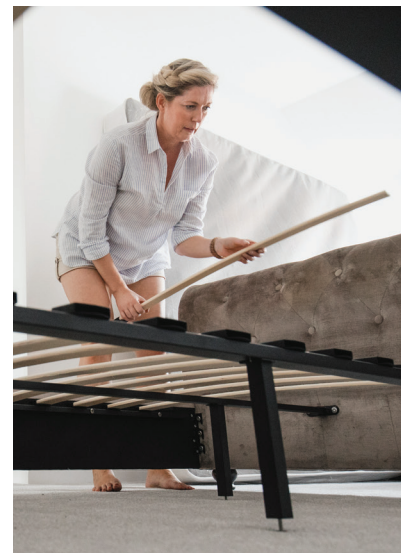
A brand new mattress will often be firmer than what you've tried in the showroom. This firmness is caused by the brand new foam layers. As you continue to sleep on the mattress, the pressure from your body will relax the foam and mold it more and more into your sleeping form. Other than that, the foundation (divan, bed frame) used will also affect your sleeping experience. Age, quality of support, materials, and condition of the foundation of your mattress also plays a crucial role in this case. Therefore, firmness of new mattress or 'feels different' from in-store experience shouldn't be considered as manufacturing defect

Smell / Odour

The smell arising from your new mattress or pillow upon unboxing is absolutely normal. Please allow a minimum of 2 months for your new mattress to breathe in a well ventilated room, the smell will then fade away naturally.

Mattress Care

1. **Support your mattress.** Ask for a suitable foundation. Please do not buy a new mattress only after your present mattress shows wear and tear. Mattress failure or "wear out" is often caused by foundation failure.
2. Your mattress foundation should have a:
 - a. Minimum 4-legged bed frame for a Twin or Full-sized mattress
 - b. Minimum 5-legged bed frame with center support for a Queen-sized mattress
 - c. Minimum 6-legged bed frame with center support for a King-sized mattress
3. **Ensure the room is well ventilated and dry.** Protecting your mattress with a high-quality absorbent mattress pad is highly recommended. This will keep the fabric of the mattress fresh and clean. DO NOT use cleaning liquids as the chemicals may damage some of the materials. In high humidity areas, kindly use a dehumidifier. If it is necessary to clean your mattress, please use a vacuum machine or dry clean cloth to wipe off the dirt or soak up the moisture.



4. **Rotate your mattress every 1 to 6 months.** It is recommended to rotate your mattress once a month for the first 3 months, then once every 3 months. This will result your mattress to wear evenly, and reduce sagging from constantly sleeping in the same spot.
5. **Keep your mattress clean.** Never use your mattress uncovered. Change your bedsheets once a week to prevent dirt from collecting on your mattress thus becoming a breeding ground for allergens.
6. **Never jump, stand, bend, or place your mattress on the floor.** Misuse of this kind could cause unnecessary damage and void your Guarantee.
7. **Moving & storing.** Move by lifting the mattress up from the ground. Avoid knocking into other objects or dragging, as this can damage the fabric, zipper (if any), and even the mattress core. Store mattress in dry and well-ventilated areas. To avoid damage from the sun and humidity, do not store outdoors.

What Can Void Your Guarantee?

1. Blood, urine, other stains or damages will void this Guarantee. A quality mattress protector with good absorption should be used to protect your mattress.
2. Unhygienic mattress. Mattress with unusual odour emitted, present of molding or mildew such as fleas, ticks, bedbugs or cockroach egg capsules found by inspection will void the guarantee.
3. Children or adults repeatedly jumping on the mattress will ultimately cause the mattress foundation to fail.
4. Bending the mattress, sitting/standing on the edge of the mattress or leaving it standing on its side for long periods will cause permanent damage and mattress out of shape. If the mattress is bent while shifting from place to place; standing for a long period during delivery, when moving it, or in storage, the Guarantee is void.
5. Correct mattress support is an important element in maintaining a longer life span for your mattress. Improper foundation that is too soft, uneven, lack of support, worn out, constructed wrongly, or restricts air circulation may damage your mattress and void the Guarantee.
6. Mattresses follow the contour of whatever they rest on. Foundations dipping or sagging allow the mattress to sag too, causing the top cover to wrinkle. Sleepers may experience roll-together through inadequate support. Some slat/mesh type foundations may require a center rail and a leg to the floor to prevent dipping or sagging, particularly in double, queen, and king-sized mattresses. If placed on a foundation that dips down, even under the load of one or two sleepers, the Guarantee will be void.
7. Failure to comply with manufacturer's care & maintenance instructions will void the Guarantee.
8. This Guarantee endures only the the benefit of the original purchaser of the product from authorise dealers, commences n the date of mattress purchase, and shall not be extended or resorted should the mattress be replaced or repaired. Contract and commercial usages are not covered by this Guarantee.

9. Guarantee will be void if the mattress has been repaired or altered by unauthorized persons or workshops.
10. The Guarantee is not applicable to purchase of display items or clearance sale items unless specifically stated in writing.
11. The Guarantee does not cover products kept in an unsanitary environment.

Guarantee Terms and Conditions

1. The Guarantee applies only to the mattress spring coils defects or uncommon sagging for more than 3cm.
2. Guarantee does not cover mattress that is soiled, burnt, or abused due to improper usage and handling.
3. This Guarantee is only valid within Malaysia.
4. Your mattress will be replaced or repaired, with a pro-rated allowance at manufacturer's option, up to ten (10) years from the date of purchase, if repair is needed but not covered by this Guarantee. The manufacturer reserves the right to substitute products and materials of equal or similar value.
5. Over 10 years, repair, replacement or credit value of the mattress will be made as per the pro-rated value below. The consumer shall bear the difference between the new mattress value and the credit value. Repair shall be charged pro-rated value is 1/10th of the invoice price multiplied by the total number of years you have owned the bed. Transportation charges shall be bear by the purchaser.
6. Repair or replacement is at the decision of the manufacturer. Consequential claims, no matter what kind and of what legal argument, in connection with this Guarantee, cannot be accepted.
7. Should the mattress found to be damaged, kindly notify and provide proof-of-purchase / sales receipt / delivery receipt to the retailer whom you purchased your mattress from; the retailer will then manage your Guarantee claim with the manufacturer.

REMINDER:

Remember to keep your purchase invoice as the proof of purchase for future claim



Disclaimer

1. This guarantee gives you specific legal rights, and you may also have rights which vary from country to country. The manufacturer is responsible for no incidental nor consequential damages. Implied guaranties are limited to the period of this guarantee.
2. The manufacturer does not warrant that this product is suitable for any person's health or medical condition, and makes no warranty beyond what is contained in writing herein. Any adverse health reactions like suffocation from improper use of products are at the onus of the user.
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4. Mattress specifications, including appearance, may change without notice.
5. Claims that are not supported with a receipt will be denied a refund or exchange.
6. This guarantee does not extend to normal wear and tear, or damage caused by abuse, misuse, or negligence.
7. The Guarantee applies only to the mattress spring coils defects or uncommon sagging for more than 3cm.
8. In addition to the other exclusions stated on this page, we specifically exclude from the guarantee;
 - Small manufacturing irregularities that do not affect the performance of the bed.
Example: Length and width of the mattress up to a maximum of 2cm variance.
 - Comfort issues relating to the consumers' individual preferences.
 - Defects due to causes beyond our control like floods, fire, and natural disasters.
9. This guarantee applies to the mattress spring coils defects in workmanship and faulty materials, valid from the date of delivery.
10. During the 10 year-guarantee period, Hilker will repair or, at our absolute discretion, partially replace the mattress spring coils will be repaired or partially replaced a faulty product at no charge. Guarantee repairs must only be carried out by Hilker or our authorised dealers (Harvey Norman).
11. Guarantee does not cover mattress that is soiled, burnt, or abused due to improper usage and handling.
12. Hilker's authorised dealer reserves the right to substitute fabrics of equal quality if identical fabrics are not available at the time of repair or replacement.
13. This product guarantee is only valid within Malaysia.



The family crest arose after being honoured the "Purveyor for Court" award in 1906 by the German Royal Family. It reflects the precision and reliability of the Hilker brand. The oak tree represents the basic material used in our furniture whilst the tools on either side represents our excellent craftsmanship.



German Royal Experience
Since 1888



@HilkerMattress



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