

## Terms & Conditions of Sale for [www.ThatHotelBed.com.au](http://www.ThatHotelBed.com.au)

In these Terms and Conditions of Sale ("Conditions of Sale"), "we" or "us" means [www.ThatHotelBed.com.au](http://www.ThatHotelBed.com.au) ABN 000 000 546 and "you" means the person, organisation or entity that purchased the products or related services from us, unless stated otherwise.

### 1. WARRANTIES & LIMITATION OF LIABILITIES

- (a) The manufacturer provides customers with a guarantee against defects in workmanship and materials. The guarantee period is indicated on the product law tag (production label) sewn into the head of the mattress or base, or in the case of smart sleep devices, as outlined in the leaflet enclosed with the product. More details are available in the Bed Care Guide and Guarantee document
- (b) The manufacturer's warranty is in addition to, but may overlap with, any rights and remedies you may have under applicable law, including any Consumer Guarantees. If you are not considered a "consumer" within the meaning of the Australian Consumer Law, the manufacturer's warranty may be your sole remedy. However, you should check the Bed Care Guide and Guarantee document carefully as warranties will not apply in a business or commercial setting.
- (c) If you would like to make a claim under the manufacturer's warranty, please contact our Customer Care Team with the details provided at the end of this document.

### 2. CANCELLATIONS, REFUNDS/CHANGE OF MIND AND EXCHANGES

- (a) **Cancellation of orders**

You can cancel the order if you inform us by email or phone within 48hrs of the order. If its after 48hr you will no longer be able to return or refund. We will refund the price of the product and shipping except for payment gateway fee. The refund will be actioned via the payment method that was used in the original instance.
- (b) **Refunds & Change of mind**

We do not offer any refund if you change your mind or find the same product or service cheaper elsewhere, so please ensure that you have reviewed your purchase and these terms before completing your purchase.
- (c) **Exchanges**

Exchanges are not permitted however A.H. Beard does offer a re-specification service for mattresses at a set fee. To apply for a re-specification contact our Customer Care Team on 1300 654 000

## CONTACT US

If you wish to speak to us about this Policy or about any refund, repairs, or replacements, you may contact us at:

Email: [customercare@ahbeard.com](mailto:customercare@ahbeard.com)

AU contact number: 1300 654 000

NZ contact number: 0800 242 327