



WARRANTY CONDITIONS AND PROCEDURES

The warranty is granted for **24 months** and reffers to:

- any damage due to the production process (i.e. when the cushion inflates without screwing in the hand pump tube or inflating it with the electric pump)
- the damage of the valve

If the cushion was bought by the STABILO distributo, it is him who makes the decision whether the cushion should be returned under warranty or not. To make sure, please follow the **checking instructions**:

1. Completely deflate the air from the cushion and spin the black cap.
2. Put the cushion down.
3. Wait for 48 hours:
 - a) if the cushion softens before 48 hours:
 - check visually if the cushion has a puncture, jerks or other damages on the surface
 - sometimes one can hear a hiss of the air after pumping off the cushion, even without visible signs
 - if you cannot find the reason of the damage and the cushion was in use with respect to the general principles of usage, it could be taken into account as a reason for complaint
 - b) if the cushion remains hard, it means it is in order.

To complain the cushion, please:

- 1) send us the e-mail at mateusz@noel.krakow.pl with:
 - the serial number: LOT/... (visible on the tag sewn on the cushion)
 - model and size of the cushion
 - description of the damage
 - delivery address together with the telephon number of the recipient

If the cushion was sent no earlier than 2 years before, we immediately start the production of a new one (up to 14 days) and send it to a given delivery address.

If the cushion is older, we estimate the cost of the repair and you decide whether to send it for repair or order a new one.



In both cases it is the buyer who covers the transportation cost.

- 2) send the faulty cushion back to our headquarters up to 14 days, if not agreed otherwise. We will check the cushion within 21 days.

If the damage was due to production process, we don't price the new cushion that has been sent. If it was due to improper use, we issue the invoice.

Hopefully this information will be useful.