

WARRANTY CLAIMS PROCEDURE

To make a claim:

1. Contact the original retailer, distributor, or authorised seller.
2. Provide proof of purchase showing purchase date and product details.
3. Provide photographs and description of the issue.
4. If required, the product must be made available for inspection or return.

If a valid manufacturing defect is confirmed, OnCloud9 may at its sole discretion:

- Repair the product, or
- Replace the product or affected component, or
- Offer an equivalent substitute, credit, or partial/full refund where appropriate.

GENERAL WARRANTY CONDITIONS

- This warranty is non-transferable and applies only to the original purchaser.
- The warranty period is not extended by repair or replacement.
- Any replacement product assumes the remaining warranty period only.
- Proof of purchase is mandatory for all claims.
- OnCloud9 reserves the right to determine whether a defect is manufacturing-related.

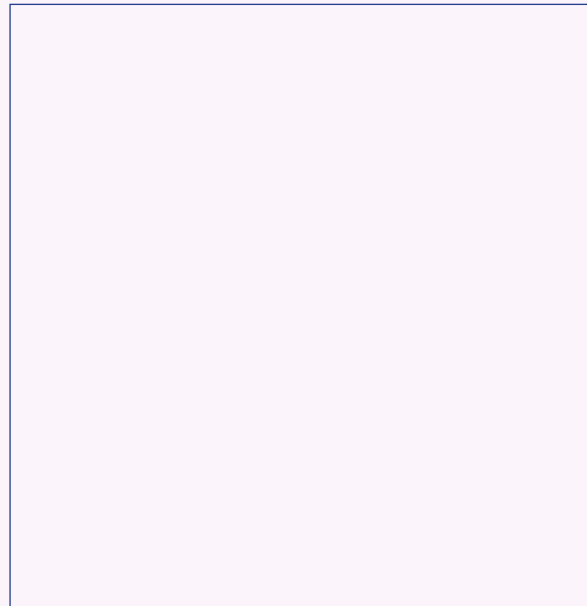
Nothing in this warranty excludes or limits any rights the consumer may have under the Consumer Rights Act 2015 or other applicable UK consumer protection legislation.

However, to the fullest extent permitted by law, OnCloud9 shall not be liable for indirect, consequential, or incidental loss or damage arising from product use.

JURISDICTION

This warranty shall be governed by and interpreted in accordance with the laws of England and Wales.

Comfort, Elevated



**OFFICIAL WARRANTY,
FIRE SAFETY & PRODUCT
CARE INFORMATION (UK)**



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FIRE SAFETY & MATERIAL COMPLIANCE

OnCloud9 products are manufactured using fire-retardant (FR) foam and materials selected to support compliance with applicable UK domestic furniture fire safety requirements.

Where required, products are designed to meet the relevant provisions of the Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended) when used in normal domestic environments and for their intended purpose.

IMPORTANT SAFETY NOTICE

- Keep away from naked flames, cigarettes, candles, heaters, or strong heat sources.
- Do not expose the product to ignition sources or excessive temperatures.
- Do not remove covers labelled as safety barriers where present.
- Do not alter internal foam or construction.
- This is not a toy, adults or children should not stand or jump on the arms, backs or body of this product, which may cause user harm and product damage.
- Unsupervised children may face harm depending on the responsible adult's home environment.
- This product is not suitable for bariatric users, as defined by the UK NHS.
- This is a structureless item, deterioration in appearance will be consistent with consumer use.
- Please do not remove the outer cover from this product.
- This is modular furniture without side connections, therefore, gaps between modules are expected.
- Be aware of your home environment and flooring type to avoid accidents, anti-slip pads layers are advised for laminate, tile or other smooth surfaces.

Failure to follow safety guidance may increase fire risk and void warranty coverage.

LIMITED MANUFACTURER'S WARRANTY — 5 YEARS

OnCloud9 warrants to the original retail purchaser that this product shall be free from manufacturing defects in materials and workmanship for five (5) years from the date of original purchase, when used under normal domestic residential conditions within the United Kingdom.

This warranty is provided by OnCloud9 and applies only to genuine products sold through authorised retailers, distributors, or fulfilment partners.

WHAT THIS WARRANTY COVERS

At OnCloud9's discretion, this warranty covers:

- Manufacturing faults in foam core integrity or structure
- Premature structural failure not attributable to normal wear
- Defects in internal construction affecting intended function
- Faulty assembly, stitching, or component manufacture

WHAT THIS WARRANTY DOES NOT COVER

This warranty expressly excludes:

- Normal softening, settlement, or compression through regular use
- Comfort preference changes or expected product ageing
- Damage from misuse, abuse, or improper handling
- Use in commercial, rental, hospitality, institutional, or high-traffic environments unless expressly agreed in writing by OnCloud9
- Burns, heat damage, liquid damage, stains, cuts, or accidental damage
- Damage caused by pets, children, or third parties
- Mould, mildew, or odour resulting from damp, humidity, or poor ventilation

- Products stored, transported, or installed incorrectly after delivery
- Any product modified, opened, repaired, or tampered with by unauthorised persons
- Minor cosmetic variations that do not affect performance

COMPRESSED OR VACUUM-PACKED PRODUCTS

Products supplied compressed for transport must be unpacked carefully and allowed sufficient time (typically 24hours) to fully expand. Temporary creasing, odour, or unevenness during expansion is normal and not a defect.

PRODUCT CARE REQUIREMENTS

To maintain warranty validity:

- Use indoors in a dry residential environment unless specified otherwise
- Place on a suitable supportive surface where applicable
- Follow all care labels and cleaning instructions
- Do not soak internal foam or expose to excessive moisture
- Avoid harsh chemicals, solvents, or steam cleaning unless approved

FAILURE TO FOLLOW CARE INSTRUCTIONS MAY VOID WARRANTY COVERAGE.

This product is intended for domestic (household) use only. It is not designed or warranted for commercial or contract use.

