

MATTRESS WARRANTY

With Media Strom mattresses, you will enjoy rest, well-being, and rejuvenation!

Care and Proper Use Instructions

- Place your mattress on the proper support surface:
 - A. The Media Strom base, made of appropriately selected materials.
 - B. A dynamic slatted frame, where the gap between slats does not exceed the diameter of the mattress spring.

Maximum permitted gap between slats:

- Optimum & Advance mattresses: 5.1 cm
- Advance Prime mattresses: 4.3 cm
- Advance Care & Feel mattresses: 3.1 cm
- Benefit mattresses: 5.1 cm

- Avoid built-in bases. These prevent ventilation and may cause mold inside the mattress. Wrong bases damage the mattress (not covered by the warranty), alter comfort, and reduce performance.
- Use a special protective cover. Body fluids during sleep cause stains and moisture inside the mattress. The Media Strom protective cover keeps your mattress clean and ensures excellent hygiene. A very dirty mattress loses its warranty.
- Keep the mattress dry. Do not wash or wet the mattress. If stained, clean locally with a special cleaner. Do not steam clean, as this creates internal moisture and mold. If wet, let it dry in the sun or near a heater.

Warning: Never place the mattress near stoves or fireplaces (fire hazard).

- Air the mattress regularly. Once a month, leave it uncovered for a few hours.
- Do not iron on the mattress. Steam creates moisture, the main cause of harmful microorganisms, mites, and mold. Mold is not covered by the warranty.
- Do not bend the mattress. Folding spring mattresses causes irreversible damage.
- Rotate the mattress. Every two months, flip and turn the mattress (except Advance Prime & Flexy series).
- Prevent children from jumping on it. This may cause permanent spring deformation.
- Do not remove the label. It confirms authenticity and is required for warranty validation (contains the serial number).
- Remember: To keep the warranty valid, follow the care and use instructions consistently.

Media Strom Warranty Overview

Media Strom offers warranty coverage for all mattresses according to the following table. Warranty applies to the spring/foam core as well as filling & quilting materials.

Mattress Series	Spring/Foam Core	Filling & Quilting
Optimum	8 years 100%	Years 1–5: 100%, Year 6: 70% customer share, Year 7: 50%, Year 8: 30%
Benefit	4 years 100%	Years 1–2: 100%, Year 3: 50%, Year 4: 30%
Flexy	-	-
Advance Prime	-	-
Advance	-	-
Basic	-	-
Baby	-	-

(Repair cost is based on the current Service price list of Media Strom.)

Average mattress lifespan: 12 years

For hygiene reasons: use is not recommended beyond 8 years.

When Does the Warranty Start?

From the day you receive your mattress at home. Proof of purchase is required for warranty validation.

Warranty Conditions

- Follow use & care instructions.
- Keep your purchase receipt.
- Buy from Media Strom stores or authorized distributors.
- Do not modify or repair without manufacturer approval.

What Does the Warranty Cover?

Manufacturing defects or material failures. If an issue is found, contact Media Strom Service with your receipt. A technician will inspect the mattress. If defective, Media Strom will repair it within 5–7 working days (valid in Attica & Thessaloniki).

- If due to defect → repair & transport costs covered by the company.
- If due to misuse → costs covered by the customer.

Important:

- Valid only in Greece.
- Covers repair or replacement. Your legal rights remain unaffected.
- If no fault is found during inspection, a 30€ visit fee applies.

Outside Attica & Thessaloniki

Service will guide you on resolving issues. If shipment is required, mattress must be sent in protective packaging. Customer is liable for any transport damage.

Extra Notes

- Adjustment Period: Allow about 1 month for your body to adapt.
- New Smell: Normal, disappears in a few days. Air mattress before first use.
- Foam Materials: Naturally adapt to body curves. Up to 15% height loss is normal.
- Mattress Dimensions: Custom sizes are customer's responsibility. No replacement, only repair at customer cost.
- Comfort Feel: No returns/refunds for comfort reasons.
- Material Replacement: If a material is no longer available, it will be replaced with equivalent high-quality modern material.