



Warranty management



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We would like to thank you and let you know that...

GRECO STROM's luxuriant range of mattresses promises to transform your sleep into an unprecedented experience of relaxation and true restfulness. Our mattresses can meet your every need, using innovative production procedures, latest technology materials of excellent quality while implementing all international standards and specifications.

You only need to follow the simple tips of GRECO STROM expert, which will help you enjoy the benefits of high quality products you have acquired. At the same time we ensure the warranty that comes with them.

Discover them and start today enjoying quality sleep!

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Apply your new mattress on the appropriate support surface

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The use of the correct base highlights the proper mattress function, prevents damage that can be caused by the inner materials, altering its behavior and dramatically affecting ideal sleep conditions. For this reason we suggest you use the GRECO STROM bases made of high quality materials.

Alternatively use a frame with anatomical bed boards in which the distance between the boards should never exceed the diameter of the mattress springs. *(2-3 cm is recommended).*

Alternatively use the well-known bed boards but be careful that they are straight, with a smooth surface, they do not move and of course the distance between them does not exceed the diameter of the mattress springs. *(2-3 cm is recommended).*

The mattress should not be positioned directly on the floor or on a built-in base because the proper mattress ventilation is not achieved and there is an imminent danger of fungi colony formation in its interior and it appears in the form of a mold, which is not covered by the guarantee.



“ Proper mattress transportation ”

Each mattress must be properly transported without any hassle. It is forbidden to be folded to get into a lift/elevator

or to pass through a narrow staircase or to be strapped to possibly end up at a difficult access point.

“ Always use a protective cover ”

Even if we have the perfect mattress for us, it's important to protect it with special covers so that it can provide us for along time with all the benefits during sleep. Special protective **GRECO STROM** mattress covers provide the proper maintenance of mattress hygiene while at the same time prolong its life span. And that's because during sleep, our body eliminates skin flakes, sweat and

various body secretions thereby favoring the creation of a micro-organism environment. So the best way to ensure a healthy, clean and safe sleep is the use of the protective cover.



The warranty does not cover a stained mattress.

“ Proper mattress maintenance ”

Turn and rotate your mattress regularly without ever bending it to avoid serious deformation (*see warranty spin mark*).

Ventilate your mattress, leaving it at least once a month uncovered for a few hours on the bed.

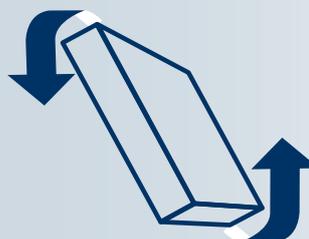
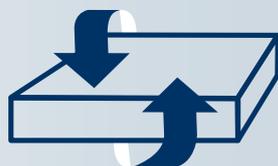
Never iron on the mattress, because besides surface deterioration that the fabric may undergo, there is a strong chance that steam from the iron will pass inside the mattress causing mold.

Always keep your mattress dry. In no case should you wet or wash your mattress. If an unfortunate event is caused, immediately contact a specialized cleaning service that cleans mattresses, always without the use of steam.

Do not allow children to jump on the mattress. In addition to the risk of their physical upright, this dangerous habit can cause serious damage to your mattress, most of the time without restoration.

It is necessary to rotate the mattress at regular intervals (head- feet & left - right).

See the right way:





“ The mattress is a personal affair ”

Before buying a mattress go through the process of trying it out. No one knows personal preferences better than yourself! So we always suggest choosing a mattress after testing it and even in different bedding positions. Always take into account your own needs and preferences

and of course your body type. If you find out after the purchase that your mattress does not serve you, as you may understand, a replacement is not covered by the warranty that comes with it.

“ Small tips for calm & relaxed moments ”

After selecting the ideal type of **GRECO STROM** mattress for you, pay attention to the following points:

- The mattress you have selected will be specially made for you in the dimensions you indicate which is your responsibility. (*+/- 1cm deviation due to use of natural materials*).
- However, if after receiving your new mattress find that you have a measurement error, you should know that no replacement can be made. But do not hesitate to contact the competent department **GRECO STROM AFTER SALES SERVICE**, so we can inform you if we can fix the dimensions at the prescribed charge based on our company price list.
- You should know that you will need some time (about 1 month) for your body to adapt and get used to the new mattress that will lead you to a new sensational sleep experience.
- Because all senses are activated when you lie down to enjoy all the benefits that a **GRECO STROM** mattress offers you, do not be alarmed by the smell of new. You will just need to leave your mattress uncovered for a few hours a day and the absolutely normal characteristic smell of the new will subside and disappear permanently after a few days.
- **QUILTED:** All materials used and invested for the quilted treatment of **GRECO STROM** mattress (hypoallergenic pad, pure virgin wool, special treatment foams) have been selected to adapt and support ideally your body and especially its heaviest points (shoulders, back, hips). So we would like to point out, that a **light deflation on the surface of the quilt is not considered deformation or non-uniformity and generally does not defect, but it is considered perfectly normal because of the nature of materials.**

“ When does the GRECO STROM warranty begin? ”

Your mattress warranty starts on the purchase date which is verified by proof of receipt. For this reason, it is always

necessary to provide the purchase receipt or purchase invoice.



“ When does the GRECO STROM warranty apply ”

At **GRECO STROM** our philosophy is so simple but also so essential: to create with respect, responsibility and care, mattresses of high technology and aesthetics and to provide you with a healthy, restful, comfortable and quiet sleep. From our side it is our obligation to take care of you. You just need to take care of your new mattress following our instructions to guarantee both its quality and its warranty.

- > **Necessarily follow the simple, helpful instructions that we have listed you.**
- > **Keep the purchase receipt**
- > **Keep the warranty card that accompanies your mattress because there you can find the terms of management.**
- > **Buy your mattress from its stores or by an authorized GRECO STROM network partner who can guarantee the loyalty and the authenticity of the product.**

> **Do not subject your mattress to technical interventions or modifications without the permission of the company.**

> **At GRECO STROM we manage the materials we use in one way: perseverance in quality and perfect management of technology that will secure it. For this reason the technical specifications of our products may change without warning as we constantly evolve and upgrade our products.**

You should be informed that there is a possibility, some of the materials used in your mattress, may not be available at the moment you return your mattress for repair. Be absolutely sure that **GRECO STROM** will replace it with another material corresponding, upgraded, of latest technology and will always have excellent durability and quality.

“ What does the guarantee cover and what is the process of after sales service ”

GRECO STROM warranty covers proportionately the years of use for each mattress type, possible problems which can be extremely rare in construction or materials which are confirmed after technical inspection of the company and not after any damage that may occur caused by normal wear and tear or mistreatment.

If you have followed all care instructions and you notice a problem in the mattress, then look first for your purchase receipt and contact the **after sales service of GRECO STROM**. **GRECO STROM** will take care of sending a technician from the after sales service department to check the mattress. In case the problem can be fixed photographically, you can send photos together

with a summary of the problem and your receipt at the department's email address: aftersales@grecostrom.gr

In any case, if it is found that your mattress has a manufacturing error, the company will take care of complete restoration in 4-7 working days. This applies only to the areas of Attica and Thessaloniki.



“ After sales service procedure outside Attica & Thessaloniki ”

For customers located outside of Attica and Thessaloniki, the process is different as a technician visit is not planned. No problem though remains suspended. The **after sales (aftersales@grecostrom.gr)** department will take over and guide you in the proper and methodical way to resolve your issue. If and when necessary the transfer

of the mattress to the premises of the company, will be done with care and diligence so that the mattress is not damaged during transportation. The customer undertakes the responsibility and not the company.

ANALYTICALLY:

3 years warranty

ATHENS MATTRESSESS LTD “GRECO STROM” is obliged, for the first (1) year of its purchase, to repair it or replace it with another of the same type; without any financial contribution from you. Charges are imposed after completing the 1st year based on the company’s repair price list.

CAUTION: This warranty applies only upon presentation or of a photocopy of the purchase invoice or of retail receipt sale. Shipping cost each time and on a case basis burden the customer. For the use of the warranty contact: **aftersales@grecostrom.gr**

5 years warranty

ATHENS MATTRESSESS LTD “GRECO STROM” is obliged, for the first two (2) years of its purchase, to repair it or replace it with another of the same type; without any financial contribution from you. Charges are imposed after completing the 2nd year based on the company’s repair price list.

CAUTION: This warranty applies only upon presentation or of a photocopy of the purchase invoice or of retail receipt sale. Shipping cost each time and on a case basis burden the customer. For the use of the warranty contact: **aftersales@grecostrom.gr**

7 & 10 years warranty

ATHENS MATTRESSESS LTD “GRECO STROM” is obliged, for the first three (3) years of its purchase, to repair it or replace it with another of the same type; without any financial contribution from you. Charges are imposed after completing the 3rd year based on the company’s repair price list.

CAUTION: This warranty applies only upon presentation or of a photocopy of the purchase invoice or of retail receipt sale. Shipping cost each time and on a case basis burden the customer. For the use of the warranty contact: **aftersales@grecostrom.gr**



**See tables below of warranty
per mattress type:**



“ Household mattresses ”

Mattress quality	3 years warranty	5 years warranty	7 years warranty	10 years warranty
Bodytopia BOUNCE			✓	
Bodytopia SYSTEM			✓	
Bodytopia MODUS			✓	
Bodytopia RELIEF			✓	
Bodytopia SHAPE			✓	
Bodytopia SCHEME			✓	
Bodytopia STRUCTURE		✓		
Bodytopia PROFILE		✓		
Lithos JUBILEE				✓
Lithos JONKER				✓
Lithos EXCELSIOR				✓
Lithos TRILLION				✓
Lithos EMERALD				✓
Pocket spring UNIQUE			✓	
Pocket spring ABSOLUTE			✓	
Pocket spring FRESH			✓	
Pocket spring INTERFLEX			✓	
Pocket spring MUST		✓		
Pocket spring ESSENTIAL		✓		
Pocket spring TEMPUS		✓		
Aquatec sense 7 WAVE			✓	
Aquatec sense PRIVILEGE			✓	
Aquatec VISCOLAT COOL			✓	
Aquatec sense MISTRAL			✓	
Aquatec sense LATEX			✓	
Bonnell spring STAR			✓	
Bonnell spring LIFE			✓	
Bonnell spring PERLA EXTRA		✓		
Bonnell spring PERLA		✓		
Bonnell spring DREAM	✓			
Bonnell spring DELUXE	✓			
Bonnell spring SMART	✓			



“ **Baby & child crib mattresses** ”

Mattress quality	3 years warranty	5 years warranty
IASO crib mattress		✓
THALES crib mattress		✓
ERATO crib mattress		✓
IOLE crib mattress	✓	
IRIS crib mattress		✓
THETIS crib mattress		✓
DIONE crib mattress		✓
PHOEBUS crib mattress		✓
HOMER crib mattress		✓
MINOAS crib mattress		✓
HECATE crib mattress	✓	
ORPHEUS crib mattress	✓	



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