



CUCKOO

HUGZ^{zz}

MATTRESS IN A BOX

NEW PRODUCT TRAINING



SMALL BOX, BIG DREAM

A tiny package with a big surprise!

QUEEN SIZED



UNROLL YOUR COMFORT

Convenient Set-up in **FOUR(4)** Simple Steps!

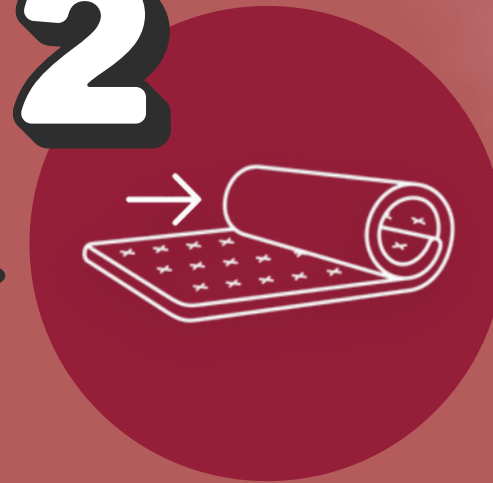
1



Unbox

Unbox and gently lift out the mattress.

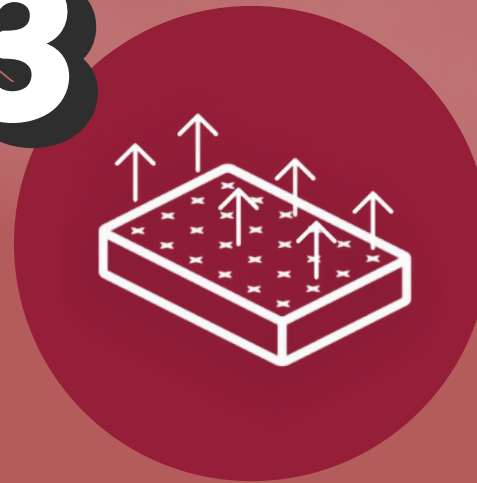
2



Unseal & Unroll

Unwrap the pack and let the mattress unfold.

3



Let It Expand

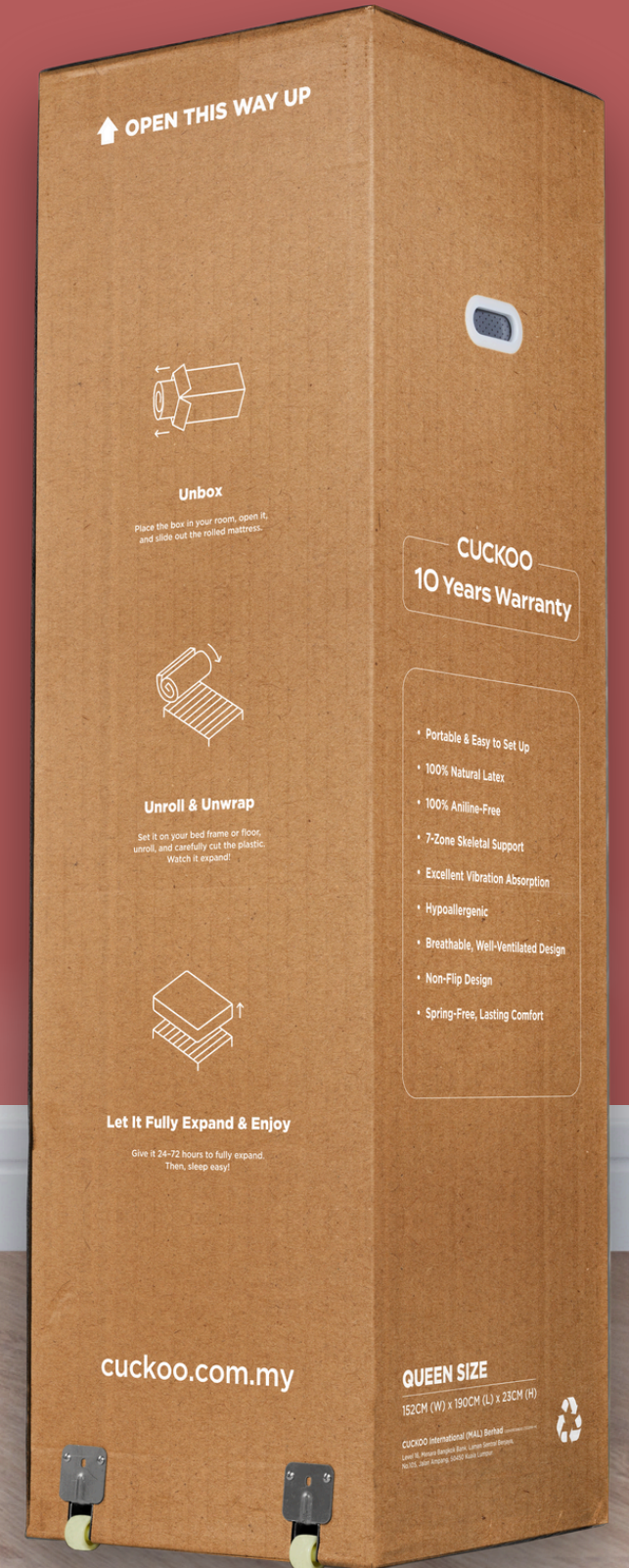
Let the mattress expand to its full size.

4



Rest!

All set — time to enjoy your new mattress!

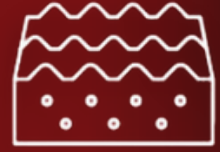




HUGZ^{ZZ}

PERFECT SCORES IN COMFORT

and let me tell you why



100% NATURAL LATEX

Made from **PURE MALAYSIA LATEX**

Naturally **hypoallergenic, ergonomically supportive**, and crafted with an **open-cell structure for superior ventilation** — perfected for deeper, healthier sleep.



*Aniline is a **toxic chemical by-product** often found in latex-made product, which can cause **skin irritation, health risks, and environmental harm** if not properly controlled.

Clinically tested by eco INSTITUT to be...

- **100% Natural**, 0% Synthetic.
- **Pure latex with no fillers.**
- **free from harmful chemicals** like Aniline, Pentachlorophenol and Tetra chlorophenol.

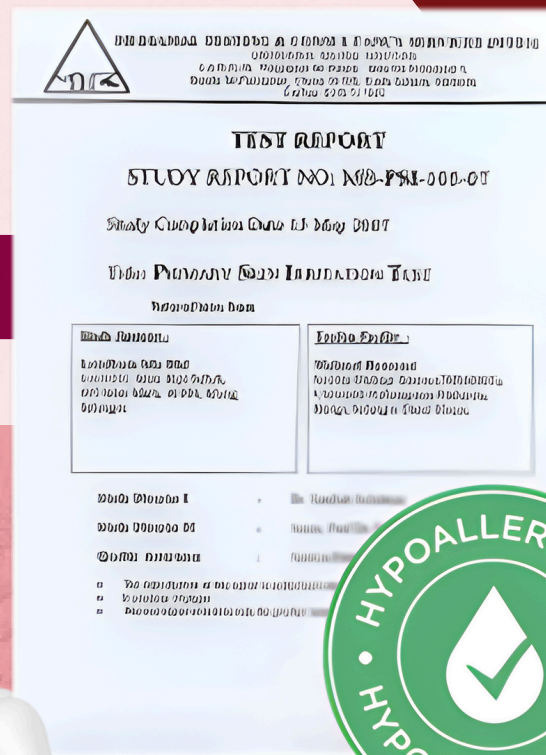


100% ANILINE-FREE

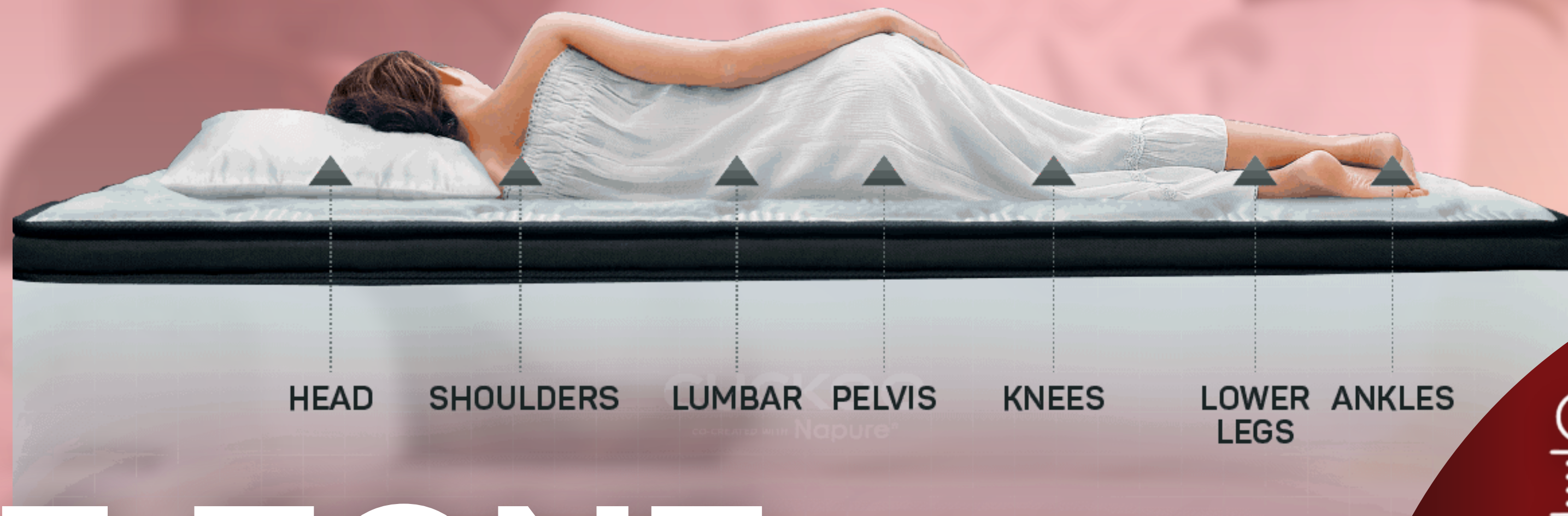
HYPOALLERGENIC

Clinically tested to be **HYPOALLERGENIC**
— gentle and safe for everyone, from kids to parents!

Passed **SKIN IRRITATION TEST & SKIN SENSITISATION TEST**



Adapts to your body's natural shape
for perfect comfort and restorative rest.



7-ZONE SKELETAL SUPPORT



— A **Spring-free Innovation** that delivers durability and balance without the hassle of flipping. —



NON-FLIP DESIGN



A springless mattress offers...

01 QUIETER Experience 

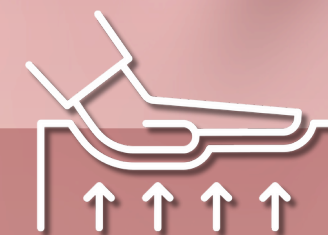
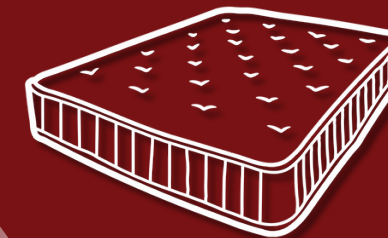
02 EVEN SUPPORT 
without pressure points or motion disturbance

03 EASY 
Setup & Movement

SPRING FREE



THE RIGHT **FIRM**NESS



TOO SOFT

1

2

3

4

5

6

7

8

9

10

TOO HARD



The **perfect balance of comfort and support**,
Loved by Malaysians



ZERO MOTION TRANSFER



Enjoy the **lively bounce of latex** while **minimizing motion transfer.**

— no more waking your partner.





- Malaysia largest latex bedding manufacturer
- Malaysia 1st Aniline free aniline latex mattress



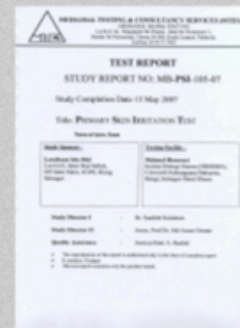
- ECO Institut: Napure latex was tested by this world-renowned German body to be:-
- 100% Natural, 0% Synthetic.
 - Pure latex without fillers.
 - Do not contain harmful chemicals like Pentachlorophenol and Tetra chlorophenol.
 - Aniline Free!



- LGA QualiTest GmbH
- Napure latex passes Germany's LGA Quality Test.
 - 60, 000 compression cycle of 1400 N roller showed a score of 97/100 (minimum quality score is 70).



- Excellent Tensile Strength
- Napure latex achieves Elongation at Break at 275, which far exceeds the minimum requirement of 150 of MS679: 1999 standards.



- Skin Irritation Test
- 24-hour contact of Napure on abraded skin found no signs of irritation.
 - Skin Sensitisation Test
 - 3 weeks induction of Napure on bare skin showed no sign of allergic reaction.



- FDA Approved Standard
- Napure uses rubber chemicals that achieve well above the FDA approved standard (low cost substitutes may emit harmful gases when heated).

TESTED AND CERTIFIED



IS **HUG**^{zz}
FOR YOU?





**Young couples, newlyweds,
first-time homeowners**



Extra bed for visitors or kids' room

HUG^{zz}

FOR EVERYONE !



**Students, Young Professionals, renters
in apartments/condos.**



**Elderly buyers, caretakers, or
anyone who dislikes heavy
furniture setup**



HUG^{zz}

THE SPECS

Product Specifications in details



HUG^{zz} BY LAYERS

KNITTED FABRIC

100% ANILINE FREE
NATURAL LATEX

PRO-FLEXI FOAM

ANTI-SLIP COVER

HUGZ^{zz}

DIMENSION

Carton Box

(450 x 450 x 1580mm)



1580mm

HUGZ Mattress

(1830 x 1900 x 210mm)



1900mm

210mm

1830mm



HUGZ^{ZZ} FULL SPECIFICATIONS

Brand	CUCKOO Branded	
Product name	CUCKOO HUGZ Mattress	
Colour	Dark Blue x White	
Size & Firmness	Queen Firm	
Dimension (WxLxH)	Mattress (Fully Expand)	1830 x 1900 x 210mm
	Carton Box	450 x 450 x 1580mm
Product Weight (KG)	Net Weight	19.50 KG
	Gross Weight	23.00 KG
Filling Materials	100% Aniline Free Natural Latex	
Supported Weight (KG)	100KG (at a single point)	
Warranty	10 Years (For Manufacturing Defect)	



Ready to bring **HUG^{zz}** home?

Purchase now through our...

CUCKOO E-BRANDSHOP

SALES REPRESENTATIVES (SR)

CUCKOO+ SERVICE SPECIALIST (CSS)



FAQS

QUESTIONS YOU MAY ASK



Return Policy

1 Under what circumstances can I request a product return, and will there be any charges involved?

Answer: If there's a manufacturing defect or a sagging issue greater than 4cm, our specialist will conduct an inspection. If the issue is confirmed, you may request a product return. Rest assured, returns are completely free of charge.

2 Do I need to keep the packaging box or plastic wrap for return?

Answer: please keep both the box and the plastic wrap for mattress return.

3 How do I return the mattress?

Answer: Just contact our careline at 1800-88-8181, provide us your order details. Our team will guide you through the necessary steps for the return process

4 What can I expect to receive my refund?

Answer: This will be subject to the company's decision regarding the refund process. Upon receiving the returned mattress, our team will conduct a thorough inspection, and the refund will be processed once the inspection has been successfully completed and verified.

5 How do I check for the refund status?

Answer: You may reach us by contacting through our careline at 1800-88-8181

**For customers who made their purchase through platforms like Lazada, Shopee, or TikTok, please advise them to contact the respective platform's customer service for any inquiries.*



FAQS

QUESTIONS YOU MAY ASK



Delivery info & timing

1 **Is the delivery free in Malaysia?**

Answer: Yes, it's free delivery to your home within West Malaysia

2 **How long will it take to deliver?**

Answer: Delivery time may vary by area — approximately 1-5 working days for Klang Valley.

3 **Should I be at home for delivery?**

Answer: Yes, our delivery team or courier service will call you before delivery.

4 **Is delivery available to East Malaysia?**

Answer: No, delivery is only available within West Malaysia.



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for CKI Internal Usage. The information is subject to change without notice.

FAQS

QUESTIONS YOU MAY ASK



Warranty Coverage

1 How does 10-years warranty cover?

Answer:

- The warranty covers only manufacturing defects with a visible indentation of more than 4cm on latex
- Normal body impression on the quilted outer cover is not considered a manufacturing defect.
- The warranty does not cover defects caused by misuse, including among others, placing the mattress on a poor bed frame, jumping, spilling liquid on the mattress etc.
- This warranty does not cover damage done by natural disasters.
- This warranty is non-transferable and applies only to the original purchaser.

2 How do I make a warranty claim?

Answer: To initiate a warranty claim, please contact our careline at 1800-88-8181 and provide your order number. Note: Please retain your original sales receipt as proof of purchase for warranty claims.



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FAQS

QUESTIONS YOU MAY ASK



Product Use & Care Instructions

1 How long will CUCKOO HUGZ need to expand?

Answer: Once you unbox the CUCKOO HUGZ, leave it for expansion and it will take the full shape at least 24 hours.

2 When can I sleep on CUCKOO HUGZ?

Answer: Once unboxed, it may take up 24 to 48 hours to fully expand and regain its original shape. However, We recommend allowing your mattress at least one hour to expand before you can sleep on it.

3 Do I need to flip the CUCKOO HUGZ once a while?

Answer: CUCKOO HUGZ is "Non-Flip" mattress. This means you do not need to periodically flip and rotate your mattresses to maintain them. Our latex layers are already optimized for comfort and support.

4 How long can CUCKOO HUGZ be kept inside the delivery box?

Answer: The sooner you unbox the better it inflates to its shape. Recommended not to keep more than 2 weeks.

5 What is the weight and the size of the box?

Answer: Box's Dimension: 1580mm x 450mm x 450mm; Box's Weight: 3.5kg

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THANK YOU

WITH A BIG

HUG  ^{zz}



CUCKOO HUG 