



global hospitality™

WARRANTY

Hospitality Division

Congratulations. You've just purchased one of the finest sleep systems available, backed up by one of the finest warranties available. At Sealy, we make the mattresses that make you more comfortable, and that includes replacing or repairing any sleep set that fails to live up to our high standards for quality materials and workmanship. Please take a few minutes to read over the warranty guidelines below.

LENGTH OF WARRANTY

Your warranty protects your sleep sets from the day they were purchased and continues according to the "Warranty Schedule" found on this card. In the event that we repair or replace your sleep sets, this warranty continues your protection from the original date of purchase.

WARRANTY COVERAGE

This warranty covers the following items during normal wear:

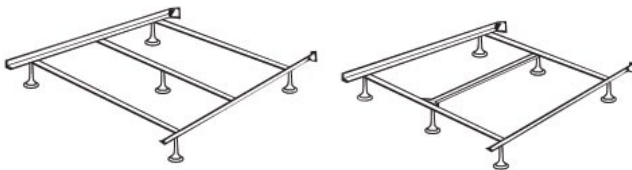
MATTRESS:

- Torn handles, stitches pulled out of the handle where sewn to the mattress, or tears in the mattress fabric where the handles are attached. (Only if it is determined that handles were not used for moving or carrying the mattress.)
- Coils or wires that are loose or broken.
- Coils or wires that protrude or rip through the fabric.
- Body indentations of 1½" or greater.
- Sagging: Your mattress must be continuously supported by a matching foundation, or equivalent, with an appropriate frame. The frame should include a rigid center support with at least five legs. (See illustration for clarification.)
A rigid center support is equal to a support that extends from the frame to the ground.

FOUNDATION:

- Splits in the wood frame, except those caused by abuse.
- Squeaks, rattles or noises.
- Bent, loose or defective beam and/or center support rail.
- Loose or broken module wire.
- Compression of modules.
- Unstapling of modules.
- Sagging: A proper bed frame must continuously support the foundation. For full, full XL, queen and king sets, a rigid center support with at least five legs is necessary. (See illustration for clarification.)

Examples of proper bed frames



Proper mattress support requires bed frame configurations as shown above, with a lateral or longitudinal center support rail.

Recommended support locations



If using glides (legs), install at the nine points shown above.



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ITEMS NOT COVERED

Items and damages not specifically listed in the “Warranty Coverage” section are not covered, including, for example:

- Mattress fabric.
- Border wires, which run along the perimeter of the mattress and foundation, if it was determined that the border wire was bent after delivery by Sealy.
- Structural damage from using an improper bed frame. This warranty applies to full, full XL, queen and king size mattresses or foundations ONLY if they are used on an appropriate frame with a rigid center support having five legs.
- Used bedding, or bedding sold “as is,” and floor models.
- Bed height.
- Comfort preference.
- Body indentations of less than 1½".
- Comfort preference.
- Mattress damage due to an inappropriate foundation. A mattress is designed for full performance when used in conjunction with a foundation as part of a total sleep set.
- Replacement of another piece in the sleep set, unless such other piece is also defective.
- Mattress or foundation damage due to abuse.
- Transportation costs.
- Sheet fit.
- Torn handles, stitches pulled out of the handle where sewn to the mattress, or tears in the mattress fabric where the handles are attached, if it is determined that handles were used for moving or carrying the mattress.

FLAME RESISTANCE

Your new bed set is engineered as a system so that it is more resistant to open flames. Sealy WILL NOT warrant your bed set, and your bed set’s open flame resistance may be seriously impaired, if any of the following occurs:

- A non-matching mattress and foundation are used together. The mattress and foundation are engineered and built as a systemized set to withstand rigorous flame tests. Using a non-matching foundation and mattress together voids all terms of this warranty and seriously jeopardizes the open flame resistance of the bed set.
- The outer cover of the mattress or foundation is damaged, torn or punctured.
- The handles of the mattress are torn from the side of the mattress from abuse. Tears in the mattress fabric will impair the flame resistance of your mattress. If the handles pull out from the mattress fabric as a result of a manufacturing defect, and not abuse, Sealy will warrant this defect according to the conditions stated in the limited warranty found on this card.
- The bed set has been misused or abused.
- The bed set has been treated with an unapproved stain repellent or similar post-purchase application.
- Beds and many other furnishings in a bedroom or a house are still flammable and can burn rapidly and emit smoke and hazardous gases. It is important to keep open flames or any incendiary or extreme heat-generating devices (such as halogen lamps, candles, space heaters, frayed electrical cords, etc.) away from your bed set and out of reach of children. Do not smoke in bed.

Your new Sealy mattress has one sleeping surface. This means you will never have to flip the mattress.

This mattress has StayTrue® upholstery padding, which increases its longevity and support performance.

Body indentations can be a normal occurrence in your new mattress. Do not attempt to sleep on the foundation or the non-sleep surface of the mattress, as they are not made for that purpose.



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IF A WARRANTY PROBLEM OCCURS

We make every effort to be sure we manufacture our sleep sets with the finest materials available. If, however, you do discover a defect in your new Sealy mattress or foundation, simply contact your Sealy Global Hospitality sales representative. If you can't reach your sales representative, contact Sealy Global Hospitality direct at: Sealy Inc., Customer Support Dept., One Office Parkway, Trinity, NC 27370 or call 1.800.My.Sealy (697.3259).

If a defect occurs during the warranty period (which is described in the Warranty Schedule), Sealy will repair or replace (at our option) the defective mattress and/or foundation within a reasonable period of time.

In order for this limited warranty to be valid, you must: 1. be the original purchaser, and have purchased the sleep set from Sealy Global Hospitality in the United States, Canada, Mexico or Puerto Rico; 2. provide a copy of the proof of purchase date and price; and 3. provide the law label from the defective product.

If identical materials are not available at the time of product service, Sealy reserves the right to substitute material of equal or higher value, or, at our option, provide a refund. You'll be responsible for transportation costs of the product to and from the store or factory, as applicable. Your warranty does not cover products found to be in an unsanitary condition, or when the product failure is due to causes other than defective workmanship or materials. Please refer to the "Do's & Don'ts of Bedding Care" section of this brochure for proper sleep set care.

EXCLUSIVE REMEDY / OTHER LIMITATIONS

ANY AND ALL IMPLIED WARRANTIES ON THIS PRODUCT, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXCEED IN DURATION THE TERM OF THIS LIMITED WARRANTY, WHICH BEGINS WITH THE DATE OF PURCHASE. THE SERVICE TERM STATED IN THIS WARRANTY SHALL BE THE PURCHASER'S SOLE AND EXCLUSIVE REMEDY IN THE EVENT OF PRODUCT FAILURE DURING THE WARRANTY PERIOD. SEALY SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OF THIS PRODUCT OR THE INABILITY TO USE THIS PRODUCT, OR FOR THE BREACH OF THIS OR ANY OTHER EXPRESS OR IMPLIED WARRANTY. Sealy does not warrant that this product is suitable for any person's medical condition. Sealy makes no warranty beyond what is contained in writing.

Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Sealy does not authorize any person to create for it any other obligation or liability in connection with this warranty.



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DO'S AND DON'TS OF BEDDING CARE

DO:

DO give your new sleep set time to “air” upon removal from its plastic packaging. Dispose of all plastic packaging as soon as possible.

DO carry your mattress flat on its side. It's easier to handle and you'll be less likely to damage the mattress.

DO keep your bedding clean. We suggest using a mattress pad, especially if children use the bed.

DO replace the old foundation when purchasing a new mattress. An old foundation may not provide sufficient support. It may appear that your new mattress is sagging when it is really the foundation, which supports the entire mattress.

DO use an appropriate frame and center support for full, full XL, queen and king size sets. Using the right support frame will ensure that your warranty remains in effect. Failure to use an appropriate bed frame will invalidate the coverage of your warranty. We cannot and will not guarantee the set will pass relevant flame retardancy tests if the mattress and foundation do not match and/or have not been purchased from Sealy at the same time.

DO keep a copy of your original invoice and the law tags found on each mattress and foundation in a safe place.

DON'T:

DON'T let anyone stand or jump on your mattress. It was not built for that kind of weight concentration or abuse. Abuse of the mattress and/or foundation is not covered under your warranty.

DON'T allow your mattress to get wet because some of the upholstery materials may compress. Protect it from water or other liquids.

DON'T place a board between your mattress and foundation. *Your sleep set is designed specifically to provide you with proper support, and the foundation plays an important role.*

DON'T bend your mattress more than 20°. Such treatment may damage the innerspring unit. Flex rather than bend the mattress when going through doorways.

DON'T remove the law tag label at the end of your mattress. *This serves as a means of identification to establish your warranty rights.*

DON'T use dry cleaning fluid of any type on your mattress. *These chemicals will damage some of the construction materials.*

DON'T use the handles to move or carry the mattress. Handles on the mattress are in place to help in positioning of the mattress on the foundation, and are not to be used for moving or carrying the mattress.

