

ComfortSolutions®

Warranty Certificate



Congratulations on your new purchase!

Thank you for purchasing a quality Comfort Solutions® product. We wish you many comfortable nights of rest and rejuvenation.

Sleep better knowing that your Comfort Solutions® bed is backed by a reputable manufacturer's warranty and guarantee. Within this Warranty Certificate, a clear set of guidelines as well as some useful tips are provided to give you peace of mind and peaceful sleep. Keep this warranty in a safe place to ensure you maintain your warranty and guarantee. Should these guidelines not be clear, please feel free to contact us and a specialist retail sleep consultant will be happy to explain all the terms and conditions to you.

Warranty

Lengthen the lifespan of your sleep set by following these instructions, and enjoy many years of comfort and support.

This sleep set is protected against manufacturing, workmanship and material defects. In the unlikely event of a defect, please contact the retailer you purchased from.

If the retailer cannot be reached, contact the manufacturer directly. In order for the limited warranty to be valid, you must be the original purchaser of the sleep set. No inspection nor warranty will be honored if an original purchase invoice is not provided to validate the retail store, purchase date and purchaser. If within the free warranty period, the manufacturer will repair or replace the product, at their discretion, at no extra cost to you. A service fee is payable for service inspections and transport costs. (The manufacturer reserves the right to waive this cost).

Service warranty begins on the date of purchase and operates on a pro-rata basis. If materials are unavailable at the time of repair, the manufacturer reserves the right to substitute those of an equal quality. In the event of repair or replacement, this warranty will not be extended.

The manufacturer reserves the right to refuse service and invalidate this warranty when, upon inspection, the sleep set is found to be in an unsanitary condition (soiled, burned, stained or bug infested) or when failure is due to causes other than workmanship or materials.

The manufacturer will not be held liable for any damages or losses incurred whilst undergoing an after sales service inspection.

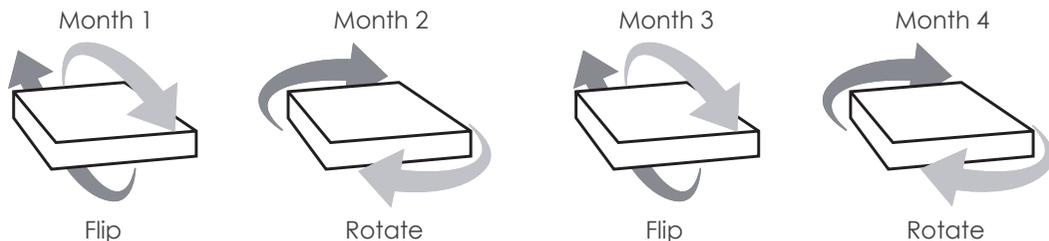
This warranty does not apply to products used in hotels, motels or institutional facilities.

Extend the life of your sleep set

Body impressions are not a structural defect and should not be confused with sagging. The layers of comfort and support are specifically designed to compress with use and body impressions of up to 4cm per side, are perfectly normal.

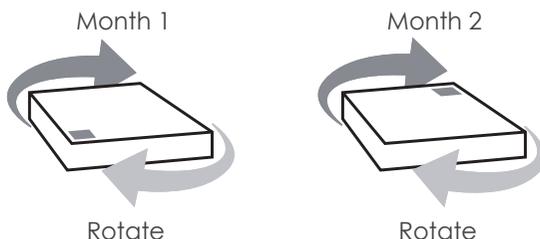
To maintain the comfort and support of your sleep set please follow the turning sequence as illustrated. This will provide you with the most consistent settling and compression levels required for these quality comfort and support layers.

Turning sequence (Full Turn Mattress)



A no turn mattress need only be rotated on a monthly basis.

Rotation sequence (No Turn Mattress)



WARNING! Do not attempt to turn the mattress on your own as this may cause personal injury or damage your mattress

What your warranty does not cover

- Structural damage caused by the use of a weak foundation or improper foundation. If on slats, the gaps should be less than 6cm with rigid centre support
- Unsanitary conditions (burned, stained, soiled or bug infested)
- Mattress or foundation damage due to abuse
- No proof of purchase
- Claim lodged for comfort preference
- Removal of mattress label
- Body impressions less than 40mm on both sides
- Insufficient turning and rotation
- Incorrect storage or moving
- Continued excessive perimeter weight or force
- Use of liquids and chemicals to clean the mattress
- Floor models sold "as is"
- Products subjected to weight in excess of its design limits
- Products used for purposes other than that for which it is constructed
- Transportation or inspection costs after free warranty period has expired

Do's and Don'ts to make your mattress last

Do:

- Please air your sleep set once plastic wrap is removed
- Rotate your mattress as shown in this warranty card
- Keep plastic packaging away from children
- Use the correct foundation for your mattress
- Keep bedding clean and dry. Use a waterproof mattress protector and vacuum occasionally. Stains of any sort will void your warranty and render your sleep set ineligible for repair or replacement
- Replace the foundation when purchasing a new mattress to provide the proper support for your mattress
- Always carry your mattress upright, it is easier to handle and limits the likelihood of damage

Don't:

- Expose your sleep set to high temperatures, fire or place it near an open flame. Mattress covering could ignite if in contact with smoldering cigarettes, irons or electric blankets. The mattress is not flame or fireproof and can ignite or burn if exposed to fire or open flames. If ignited, some of the materials used in the manufacture of the mattress may emit harmful smoke and gasses. Exposure to direct sunlight will also cause damage.
- Bend or fold your mattress in any way. Do not stand on it or allow children to jump on the mattress. This may cause damage to the inner-spring unit
- Never use mattress handles to support the full weight of it. Do not use the handles to turn or rotate the mattress
- Remove mattress label as it establishes warranty period and rights
- Wet mattress. This may compress or damage upholstery layers

Warranty Table Example

Total Warranty Period (years)	Free Warranty Period (years)	Calculation of the charges on repair or replacement (after free period)
10	2	$(1/10 \text{ of current retail price}) \times (\text{number of years})$

Information Checklist

- Do you have a mattress protector? It will increase the lifespan of your mattress and protect against unsanitary conditions (burns, stains, soils, bug infestations) that will invalidate your warranty
- Have you been advised on the weight limitations of your mattress?
- Have you been informed as to how the free and paid warranty periods work?
- Do you understand the difference between normal body impressions and sagging?
- Do you understand the importance of turning and rotating your mattress? This increases the lifespan of the mattress and could also void the warranty period if not followed

To validate your warranty please log on to www.comfortsolutionsbeds.co.za