



COMFORT SOLUTIONS®

Warranty Certificate

# Congratulations on your new purchase!

Thank you for choosing to invest in your sleep. We wish you many comfortable nights of rest and rejuvenation on your Comfort Solutions® sleep set.

You can sleep more easily knowing that your Comfort Solutions® is backed by a reputable manufacturer's warranty and guarantee.

Within this Warranty Certificate, you will find a clear set of guidelines outlining the warranty & guarantee conditions; as well as some useful tips on how best to care for your sleep set. Should these guidelines not be clear, please feel free to contact us and a sleep consultant will be happy to explain all the terms and conditions to you.

## Guarantee

The guarantee is limited to a specific time period wherein damaged or defective goods caused by faulty workmanship or materials will be repaired or replaced, at no additional cost to the customer, subject to conditions. The decision whether to replace or repair the goods is subject to the manufacturer's discretion.

A service fee is payable for service inspections and transport costs. The manufacturer reserves the right to waive this cost.

The guarantee does not apply if you experience a change of mind or choose the wrong comfort level. Failure to follow manufacturer's instructions or misuse of the goods under guarantee will also cause the guarantee to lapse.

If the product is deemed to be soiled, burnt, stained, infested with insects or in an unsanitary condition or tampered with, the guarantee will lapse.

## Warranty

This sleep set is protected against manufacturing, workmanship, and material defects. In the unlikely event of a defect, please contact the retailer you purchased the sleep set from. If the retailer cannot be reached, contact the manufacturer directly.

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.

The 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 commercial (hotels, motels etc.) or institutional facilities.

## What your warranty does not cover

- Structural damage caused by the use of a weak or improper foundation.
- Unsanitary sleep set conditions (burned, stained, soiled or bug infested)
- Mattress or foundation damage due to abuse
- Claim lodged for comfort preference
- Reattachment of removed mattress label(s)
- Body impressions less than 4cm on either side of the bed
- Faults due to insufficient turning and or rotation of the mattress
- Faults due to a weight being exerted on the sleep set in excess of its design limits
- Faults on sleep sets used for purposes other than that for which it is constructed
- Incorrect storage or moving of the mattress
- Continued and excessive weight or force on the mattress perimeter
- The use of liquids and chemicals to clean the mattress
- Floor models sold "as is"
- Transportation or inspection costs after free warranty period has expired
- Extend the life of your sleep set

## Body Impressions vs Sagging

Body impressions is not a structural defect and should not be confused with sagging.

Body impressions is a natural occurrence in good quality mattresses like ours, with responsive foam layers. Similarly, to wearing a shoe for some time, your mattress starts to gently conform to the shape of your body as the insole would start to conform to the shape of your foot. Our comfort foam layers are designed to be responsive - conforming and adjusting to your sleeping body.

Body impressions up to 4cm on either side of the mattress, is a normal occurrence. Due to normal body impressions, it is highly likely for a slight ridge to form in the center of your mattress. This is a normal occurrence. The manufacturer will only inspect the mattress if body impressions are deeper than 4cm.



Body Impressions

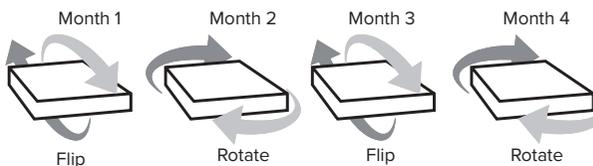


Sagging

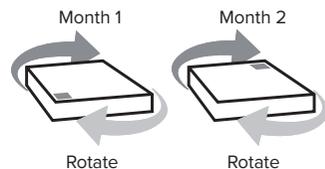
## How to Turn or Rotate your sleep set

To maintain the comfort and support of your sleep set, please follow the turning or rotating sequence as illustrated. This increases the lifespan of the mattress. If not adhered to, this could invalidate the warranty.

### Turning sequence (Full Turn Mattress)



### Rotation sequence (No Turn Mattress)



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

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

### Do:

- Air your sleep set once the plastic wrap is removed
- Keep plastic packaging away from children and animals
- Use a waterproof mattress protector. It will increase the lifespan of your mattress and protect it against unsanitary conditions (burns, stains, soils, bug infestations) that will invalidate your warranty
- Use the correct foundation for your mattress. If you are using a slatted foundation, ensure the gaps between the slats are less than 3 cm apart with a rigid center support beam. Should your base have slats with gaps in between, wider than 3cm, the base needs to be fitted with a solid 5mm hardboard.
- Replace the foundation when purchasing a new mattress to provide the proper support for your mattress
- Turn or Rotate your mattress as shown
- Keep your bedding clean and dry
- Always carry your mattress upright. This makes it easier to handle and limits the likelihood of damage to the mattress during carriage
- Keep this warranty certificate in a safe place to ensure you can refer to it at any time and adhere to the guidelines

### Don't:

- Expose your sleep set to high temperatures, fire or place it near an open flame. Mattress covering can 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.
- Expose your mattress to direct sunlight as this will cause damage.
- Bend or fold your mattress in any way.
- Stand on your mattress or allow children to jump on the mattress. This may cause damage to the inner-spring unit
- Do not use the handles to turn or rotate or carry the mattress. The handles are not designed to carry the full weight of the mattress.
- Remove the mattress label as the label establishes warranty period and rights
- Wet the mattress. This may compress or damage upholstery layers

## Information Checklist

- Do you have a mattress protector?
- Are you aware of the weight limitations of your mattress?
- Do you understand how the free and paid warranty periods work?
- Do you understand the difference between normal body impressions and sagging?
- Do you understand how to turn or rotate your mattress?

To validate your warranty please log on to [www.comfortsolutionsbeds.co.za](http://www.comfortsolutionsbeds.co.za)