



# 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 period wherein damaged or defective products caused by faulty workmanship or materials will be repaired or replaced, at no additional cost to the customer, subject to terms and 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 are unhappy with the feel of your chosen mattress.

The manufacturer reserves the right to refuse service and invalidate the guarantee 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.

#### Warranty

A warranty is limited to a specific time period wherein damaged or defective products caused by faulty workmanship or materials will be repaired or replaced at an additional cost to the customer. These costs are worked out on a pro-rata basis depending on the number of years that your purchase has been in use.

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 decision whether to replace or repair the goods is subject to the manufacturer's discretion. 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 a repair or replacement, the warranty will not be extended.

The manufacturer reserves the right to refuse service and invalidate the 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 or in the case of a comfort exchange.

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 or institutional facilities.

#### What your warranty does not cover

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

#### Body Impressions vs Sagging

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

Body impressions are 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, are 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.



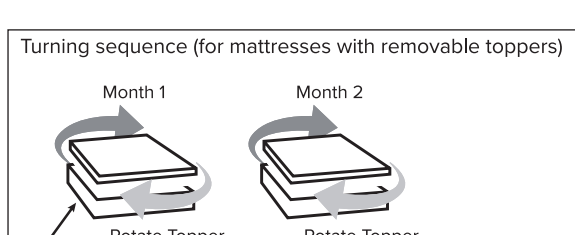
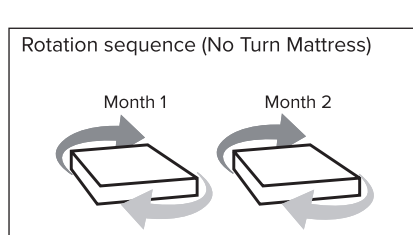
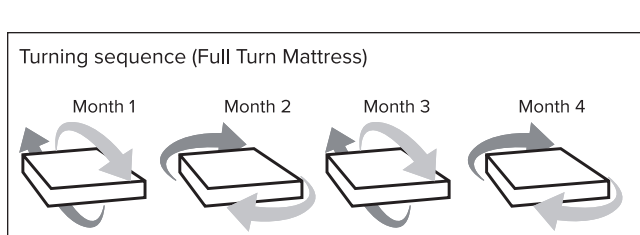
Body Impressions



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.



**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 3cm 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
- Carry your mattress upright and transport your mattress flat. This makes it easier to handle and limits the likelihood of damage to the mattress during the 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
- 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 the warranty period and rights
- Wet the mattress. This may compress or damage upholstery layers
- Store or transport the mattress in an upright position

#### Guarantee / Warranty Table

GUARANTEE		
Collection	Period	Repair/Replacement costs
SELECT	2	No Charge
DELUXE	2	No Charge
SIGNATURE Comfort Topper	3	No Charge
SIGNATURE Support Chassis	5	No Charge
WARRANTY		
Collection	Period*	Repair/Replacement costs
SELECT	10	1/warranty period x Current Retail Price x No. of years in use
DELUXE	10	1/warranty period x Current Retail Price x No. of years in use
SIGNATURE Comfort Topper	N/A	Current Retail Price of Replacement Topper
SIGNATURE Support Chassis	15	1/warranty period x Current Retail Price x No. of years in use
* Inclusive of Guarantee period		

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