

## Warranty and Care Information

Congratulations on the purchase of your new product from **Essential Sleep**. Our mattresses, bases and accessories are designed for comfort, restful sleep and durability. They are manufactured using leading technology and quality components.

Give yourself some time to get used to your new mattress. Your body may need a few days to adjust to the different level of comfort and support. It may feel more firm than what you are used to, but it will soften a little with use. Also consider if the pillows you are using are supporting your sleep posture correctly.

With proper care your mattress will last many years, and continue to promote healthy sleep.

### the Do's and Don'ts to care for your product and validate your warranty

- ✓ Do carry your mattress upright for ease and to prevent damage
- ✓ Do make sure your base provides the proper foundation and support required by your mattress
- ✓ Do use a mattress protector to prevent stains and keep your mattress sanitary
- ✓ Do let your mattress air once removed from the factory plastic seal
- ✓ Do use the handles of the mattress (if provided) to position the mattress on the base
- ✓ Do rotate or flip your mattress regularly (as explained in this warranty card)
- ✓ Do ensure the weight limit of the bed is sufficient for the persons using it
- ✓ Do vacuum the surface of your mattress occasionally

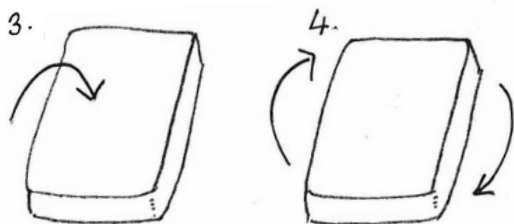
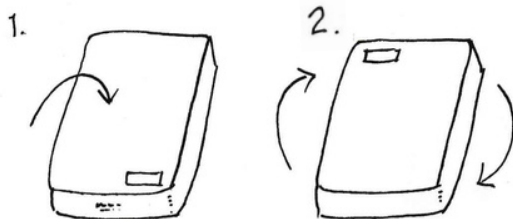
- ✗ Don't smoke in your bed - it is not flame proof
- ✗ Don't lift the mattress with the handles (if provided) as they will pull loose
- ✗ Don't apply heat or iron on top of your bed
- ✗ Don't let your mattress get wet as this will damage the mattress and deteriorate the foam
- ✗ Don't use cleaning products or chemicals on your mattress
- ✗ Don't flip your mattress by yourself as this could cause personal injury
- ✗ Don't stand on or jump on your mattress
- ✗ Don't bend or fold your mattress
- ✗ Don't remove any labels from your mattress

## Turning and Flipping

To increase the lifespan of your mattress (and for your warranty) monthly turning and rotating is required.

Label face up at foot

Label face up at head



Label face down at head

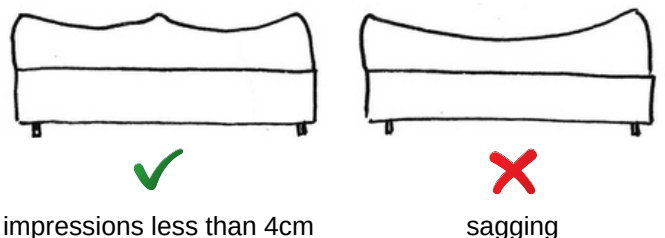
Label face down at foot

- NO-TURN mattress, follow steps 1 and 2
- DOUBLE-SIDED mattress, follow sequence 1 to 4

## Body Impressions

It is normal for your mattress to get body impressions. The comfort layers of your bed are made from supersoft foam and fibres that mould to the curves of your body. Body impressions can be as deep as 4cm and a small mound may form down the center of the mattress.

This is a sign that the bed is performing as it should. It does not affect the pressure relieving qualities of the mattress. Regular rotating and flipping will even out body impressions.



impressions less than 4cm

sagging

Sagging is when the impressions are deeper than 4cms and/or you roll into the center of the mattress. When this occurs your mattress has a defect. The terms of your warranty now come into effect.



## Guarantee and Warranty

Each bed set from **Essential Sleep** has a particular guarantee and warranty. If this is not displayed on the label on your bed you have purchased, you can find this information at [www.bedworld.co.za](http://www.bedworld.co.za).

The explanation of your "guarantee" and "warranty" is:

### Guarantee:

The guarantee is the promise from **Essential Sleep** to repair or replace your product if a factory defect occurs within a specified time. You **will not contribute to the cost** of the repair or replacement of the product.

### Warranty:

The warranty is the promise from **Essential Sleep** to repair or replace goods if a factory defect occurs within a specified time. It is not an indication of how long the mattress is intended to last. With a warranty claim you as the customer **will contribute to the costs** of the repair or replacement.

This cost is calculated pro-rata according to the number of years you have had the use of the product. The rate used is the warranty period. For example if the warranty is 15 years, the rate used will be 1/15. The cost is then calculated as follows:

$$\begin{array}{r} 1/15 \text{ of current retail cost of product} \\ \times \\ \text{number of years in use} \\ + \\ \text{transport costs} \end{array}$$

## Terms and Conditions that apply to your warranty and guarantee

- Workmanship of the product is guaranteed
  - Personal satisfaction with the chosen comfort level of the mattress is not guaranteed
  - The suitability of a product for a particular medical condition cannot be guaranteed
  - The warranty/guarantee will be void if:
    - The given care instructions are not followed or the product is misused
    - The mattress is not rotated and turned as per these instructions
    - The mattress is burned, infested by insects, soiled, marked, or is unsanitary
    - Structural damage occurs to the mattress due to an inappropriate base/foundation
    - The product is used by persons heavier than the design limit of the mattress
    - The product is altered in any way
  - The warranty/guarantee cannot be transferred and only applies to the original purchaser
  - Proof of purchase is required for the warranty/guarantee
  - Only the defective part of the sleep set will be replaced in the event of a defect and not the whole set
  - The service fee for inspection and transportation is specifically excluded (and **Essential Sleep** reserves the right to waive this fee)
  - It is at **Essential Sleep's** discretion whether the product is repaired or replaced, depending on the defect.
  - If the identical product or materials are no longer available, these will be substituted with replacement products or materials of equal or better quality
  - Floor samples/clearance stock are sold "as is" and do not have a warranty/guarantee
- If you are concerned your product is defective, send your complaint to [info@bedworld.co.za](mailto:info@bedworld.co.za) for **Essential Sleep** to address.