

# WARRANTY & MATTRESS CARE



**Restwell Sleep Products Co. Ltd.**

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## LIMITED WARRANTY

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Restwell warrants that this sleep set will be free from defects in material and workmanship as described in this Limited Warranty. The Restwell warranties apply to a mattress when purchased with a matching foundation by Restwell. If the mattress is on a foundation other than a Restwell, this warranty is not valid and not applicable (Mattresses that are placed on approved platform bases such as waterbed platforms or something similar will be honored at ½ warranty).

### **Length of Warranty**

This warranty begins on the day you purchase your sleep set. If your sleep set is repaired or replaced this limited warranty will not be renewed or extended. Please refer to the “Warranty Schedule” found in this document to determine the length of your warranty.

### **If a Warranty Problem Occurs**

In the unlikely event that a defect that is covered in this warranty occurs with your new mattress or foundation:

1. Contact Restwell Sleep Products Warranty Department
2. Provide proof of purchase, you must be the original purchaser.
3. Fill out our service care form. Can be found on our website [www.restwell.com](http://www.restwell.com) under the warranty inquiry tab. Provide pictures of the problem area(s)
4. Arrange for the return of the product to the Restwell factory where the product will be inspected. We are unable to inspect or repair the product until it reaches our factory.

If a defect that is covered occurs during the no-charge period (which is described in the warranty schedule) Restwell will repair or replace (at Restwell's option), the defective mattress and/or defective foundation within a reasonable period of time.

If a problem occurs after the no-charge period but prior to the end of the warranty period Restwell will repair or replace (again, at Restwell's option) the defective product with a pro-rated charge.

If identical materials are not available at the time of repair or replacement, the manufacturer reserves the right to substitute materials of equal or greater quality.

In order for this limited warranty to be valid you must be the original consumer purchaser from an authorized Restwell dealer in Canada, you must provide a copy of the original store receipt. Restwell reserves the right to refuse service and invalidate this warranty when, upon inspection, the sleep set is soiled or found to be in an unsanitary condition or when product failure is due to causes other than defective workmanship or materials. Please refer to the "Do's and Don'ts of Bedding Care" section of this brochure for the proper for proper sleep set care. Any costs incurred from these procedures are not covered by this warranty. Transportation arrangements and costs are the responsibility of the purchaser. Terms and conditions are subject to change based on industry standards.

**This Warranty does not cover**

- Handles (which should be used only to position the mattress).
- Border wires, which run along the perimeter of the mattress and foundation, bent due to moving or bending the sleep set.
- Sheet Fit
- Structural damage due to use of an improper bed frame. This warranty applies to Queen/King size mattress or foundations ONLY if used on an appropriate frame with a rigid centre support. (See diagram). Headboard/footboard frames are acceptable but must contain no less than five hardwood slats with at least 5 legs. The five slats should be evenly spaced and no greater than 3" from the headboard or footboard. In addition the bed frame MUST have a centre support.



- Bed height or comfort preference
- Body indentation 1 ½" as this is a normal occurrence with the regular usage of the mattress set. This will not affect the performance or durability of your mattress set.
- Mattress damage due to an inappropriate foundation. A mattress is designed for full performance when used in conjunction with a matching foundation as part of a total sleep set. Sleep patterns – the entire sleep surface must be utilized in order to minimize the appearance of body impressions and ensure even wear of the mattress.
- Replacement of another piece in the sleep set, unless such other piece is also defective.
- Mattress or foundation due to abuse.
- Normal wear and tear on the mattress. Cosmetic issues that do not affect the performance of the mattress set, such as: stitching, fabric flaws, fabric discolorations or fabric fading.
- **No Transportation Arrangements or Costs Are Covered By This Warranty**

### **Exclusive Remedy/Other Limitations**

ANY AND ALL IMPLIED WARRANTIES ON THIS PRODUCT, INCLUDING ANY IMPLIED WARRANTY OR 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 BY THE CONSUMER. THE SERVICE TERMS STATED IN THIS WARRANTY SHALL BE THE CONSUMER'S SOLE AND EXCLUSIVE REMEDY IN THE EVENT OF PRODUCT FAILURE DURING THE WARRANTY PERIOD. RESTWELL SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THIS PRODUCT, OR FOR THE BREACH OF THIS OR ANY OTHER EXPRESS OR IMPLIED WARRANTY.

Restwell does not warrant that this product is suitable for any person's medical condition. Restwell makes no warranty beyond what is contained in this warranty. Some Provinces do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you. Some Provinces do not allow the exclusion or limitation or 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 province to Province. Restwell does not authorize any person to create for it any other obligation or liability in connection with this warranty.

## **Important Notice**

### **Turning a mattress correctly**

For maximum life and comfort from your new mattress and to ensure full coverage of the issued warranty, don't forget to turn your mattress.

If you have bought the Never Turn Mattress, you only have to rotate the mattress in a complete 180°, head to toe, so the top will be at the end of the bed.

For all two sided mattresses, first repeat the step above and then flip the mattress completely over so the underneath will become the top.

### **Appearance of Body Impressions**

Body impressions in the mattress may appear as the comfort layers in the mattress settle and conform to the contours of your body. Body impressions will vary depending on your sleeping habits. If you have a king size mattress and, are not utilizing the center of the mattress a ridge may form.

### **Keep your mattress clean**

We do recommend purchasing a high quality mattress protector to ensure the longevity of your mattress, keeping it free from any kind of staining. Even if the mattress is found to be defective, but is in an unsanitary (soiled/stained/infested, or any other abuse); condition Restwell reserves the right to refuse service and invalidate the warranty of your mattress.

## Warranty Schedule

To determine the issued warranty and terms of your warranty, look at the warranty code on your mattress law label (see sample below).

### The warranty code is X – Y

X = total limited warranty period (in years)

Y = free repair or change period (in years)

Repair or replacement charge =  $1/X$  of dealer retail price times number of years of use.

Example:

If the warranty code is 20-20 it will be 20 years warranty, 20 years of free repair or replacement.

If the warranty is 15-5 it will be 15 years warranty, 5 years of free repair or replacement. Repair or replacement charge:  $1/15$  of the dealer retail price times the number of years of use.

Attached to every sleep set is a law label (see sample at right) which includes a warranty code number. To determine the terms of your warranty match the warranty code with the appropriate line in the warranty schedule. If the product you purchased is discontinued at the time of repair or replacement, the current suggested retail price for a comparable model will be used.



*The warranty code is here on the law label*

## Bedding Care

### DO

- ✓ **DO** turn your mattress frequently. The materials used in this mattress are designed to conform to your body's individual contours. If your mattress is 2-sided, rotate your mattress head to toe after two weeks of use, then two weeks later flip the mattress over. Continue this sequence for the first 3 months of use, then once every month thereafter to maximize its conformance to your body. If you own a Never Turn mattress rotate it head to toe for every 2 weeks for the first 3 months of use, then once every month thereafter. It is your responsibility to turn the mattress in this manner to ensure validation and compliance with these warranty provisions.
- ✓ **DO** carry your mattress flat on its side. It's easier to handle and less likely to damage the mattress.
- ✓ **DO** replace the 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** keep you bedding clean. We recommend using a mattress pad to protect your investment from any accidents. Any kind of stain(s) **WILL** void your warranty
- ✓ **DO** keep your retail receipt in a safe place, this must be submitted if a warranty issue does arise.
- ✓ **DO** leave the law tag attached to the sleep set for warranty purposes.

### DON'T

- **DON'T** PLACE NEAR OPEN FLAME OR EXPOSE TO FIRE. THIS MATTRESS IS NOT FLAME OR FIREPROOF AND CAN IGNITE AND/OR BURN IS EXPOSED TO OPEN FLAME OR FIRE. WHEN IGNITED, SOME BEDDING MATERIALS CAN BURN RAPIDLY AND EMIT SMOKE AND HAZARDOUS GASES.
- **DON'T** smoke in bed. This mattress is manufactured as required by federal law to resist but not necessarily eliminate, ignition by smoldering cigarettes.
- **DON'T** carry mattress using handles. Use handles only to position mattress on foundation.
- **DON'T** let anyone stand or jump on your mattress or foundation. It was not built for the kind of weight concentration.
- **DON'T** allow your mattress to get wet. Protect it from all liquids. Any kind of staining will void the warranty.
- **DON'T** place a board between your mattress and foundation. Your sleep set is designed specifically to provide you with support.

- **DON'T** bend your mattress under any circumstances. Such treatment may damage the innerspring unit. Flex rather than bend the mattress when going through doorways and don't bend the corners when putting on fitted sheets.
- **DON'T** remove the law tag label at the end of your mattress. This serves as 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** rotate the mattress by yourself. To avoid injuring yourself and damaging the mattress, have someone else to assist you with this.
- **DON'T** sit on the edge of your mattress; doing so will cause damage to the inner spring unit.

