



Mattress Warranty Information



For warranty inquiries, please e-mail us at
CanCustomerService@SertaSimmons.com
or call 1-877-809-0094



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OUR ASSURANCE OF QUALITY

Congratulations on your new Serta sleep set. Our goal is to provide the highest product quality and durability, assuring you of the most comfortable and healthful night's sleep. This promise is backed by our Serta Quality Assurance Program, one of the most stringent and rigorously enforced product quality programs in the home furnishings industry. Through the Serta Quality Assurance Program, you can feel confident that your Serta sleep set will provide you with the long-lasting comfort and support you expect.

WARRANTY COVERAGE DETAILS

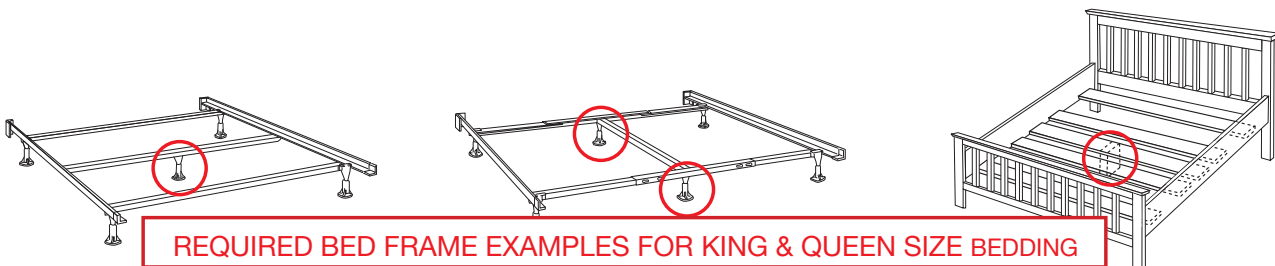
To receive service under the terms of the warranty, contact your original Serta® dealer. If the dealer is no longer in business or you have moved outside its service area, see below to contact Serta® Consumer Services.

USAGE INSTRUCTIONS

PROPER USE

Use a supportive, rigid, non-yielding foundation to support your mattress, preferably by purchasing the matching Serta® foundation. An old foundation unit may not provide sufficient support. Likewise an older frame (with or without an appropriate foundation) may not provide sufficient support.

If used with a foundation, use a frame that provides rigid center support as well as support for the head, foot, and sides. For any queen or king frame that does not have a metal center support, you must use at least 5 hardwood or metal slats (1" x 4") and add legs to the 3 center slats. By not providing a sufficient supportive frame, damage can occur to the product that will void your warranty.



If used without a foundation (e.g. with a platform bed), add a solid platform on top of any open slatted mattress support system in which the spaces between the slats are greater than 2 inches (5 centimeters). Hardboard, plywood, particleboard or a similar material, inserted between the mattress and the slatted platform, supporting the entire surface of the mattress will provide appropriate support. Use of an open slatted mattress support system in which the spaces between the slats are greater than 2 inches (5 centimeters), without the addition of a solid platform, will damage your mattress and void your warranty.



For all adjustable foundations, which are covered by a separate warranty, please see the owner's manual for required support.

Use a protector pad on your mattress at all times to protect the condition of your mattress and preserve your warranty rights. Serta® reserves the right to refuse service and void the warranty if the mattress or foundation is in an unsanitary condition, if the mattress or foundation has evidence of damage from liquid penetration or use of cleaning fluids, or whenever the product failure could be caused by factors other than defective workmanship or materials.

MATTRESS CARE

If you need to move your mattress, carton or bag it and carry it on its side to avoid damage. Handles are provided to assist in positioning the mattress on the foundation. Using the handles to carry the mattress may tear the fabric. If you will be storing your mattress for an extended period, store it flat, not on its side.

Do let your new sleep set "air" upon removal from its plastic packaging. Discard the plastic wrapping on your mattress as soon as possible; a child or pet can become entangled and suffocate.

Do rotate your 1-sided mattress periodically to promote even wear.

Do flip and/or rotate your 2-sided mattress (if applicable) periodically to promote even wear.

Do NOT use cleaning fluids or any type of fabric protection application on your mattress; it may damage some of the materials.

Do NOT remove zippered mattress coverings for any reason.

Do NOT allow your mattress to get wet. Any liquids, water or other fluids may damage upholstery-and/or cause underlying materials to compress. We recommend that you protect your mattress from water and other liquids with a waterproof mattress pad.

Do NOT fold, stand or jump on product as damage can occur.

Do NOT discard your receipt(s) (original purchase and related exchanges); they are required to obtain any kind of warranty coverage.

Do NOT remove or discard the white law labels/tags or the model name label. These labels serve as a means of identification to establish your warranty rights. If you choose to remove the labels, keep them in a safe place, with copies of any relevant receipts (original purchase and related exchanges).

DO NOT SMOKE IN BED OR USE OPEN FLAMES (e.g. candles, lighters, matches) ON OR NEAR YOUR BED. Your mattress is not fireproof. In addition, sheets, blankets and other bedding can ignite and burn rapidly when exposed to open flames.

If your Serta® product contains memory (viscoelastic) foam, Do NOT use a heating pad or electric blanket.

COVERAGE

Your new Serta® mattress or foundation when used with proper support, is protected by a limited manufacturer's warranty. The limited warranty covers manufacturing defects in materials or workmanship in your Serta® mattress or foundation. Replacement of one piece due to manufacturing defect does not automatically result in the replacement of any other piece. This limited warranty is provided only to the original purchaser and is not transferable.

EXCLUSIONS

This warranty does not apply to and excludes:

- Consumer firmness or comfort preference.
- Normal changes in softness or recovery time of high-density foams, including memory foam, due to normal use, temperature, or humidity.
- Normal body impression(s) as indicated by your warranty code (see chart).
- Consumer bed height/weight preference.
- Cover (fabric) and handles.
- Corner guards.
- Bent border/grid wires.

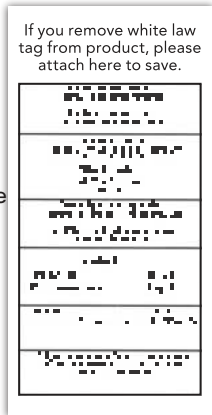


- Damage due to misuse or abuse.
- Burns, cuts or tears.
- Vermin infestations.
- Mattresses used with an inadequate foundation and/or support system. Adjustable foundations (see owner’s manual for details on warranty coverage).
- Merchandise used in hotels, motels or institutional facilities.
- Merchandise sold “as is”, “distressed”, “floor model/sample”, or purchased from second hand parties, unauthorized establishments or received as a promotional item.
- Merchandise showing any evidence of soiling or stains or liquid penetration of any surface.
- Claims made outside of Canada.
- Transportation, delivery, inspection (defect validation), or removal costs of product.

TERM

The warranty coverage runs from the original date of purchase. Repair or Replacement of the mattress or foundation does not extend its limited warranty or begin a new limited warranty period. Your warranty period is based on the code printed on the product label or law tag from the date of the original purchase.

The duration of any applicable implied warranties, including but not limited to the implied warranties of merchantability and fitness, shall not exceed the term of this limited warranty. (Some provinces do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.) Serta® shall not be liable for incidental or consequential damages that result from the use of your Serta® product. (Some provinces do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you.) No expressed or implied warranties are extended to persons who purchase the product from anyone other than Serta Canada Inc. or its authorized dealers, and all warranties to such persons, including the implied warranties of merchantability and fitness, are hereby excluded.



The warranty is for products that carry the specific warranty code listed on the chart below.

Warranty Code on Law Tag	Total Limited Warranty Period (in years)*	Period for No Charge Repair or Replacement (in years)*	Normal Body Impressions/Sagging	Repair or Replacement Charge After No Charge Period*
W20F	20	10	less than 3/4"	1/20 of dealer retail price times number of years from purchase date
W15	15	15	less than 1-1/2"	Not Applicable
W15F	15	15	less than 3/4"	
W10S	10	10	less than 3/4"	
W10F	10	10	less than 3/4"	
W9	10	10	less than 1-1/2"	
W91	8	8	less than 1-1/2"	
W92	5	5	less than 1-1/2"	
W1	1	1	less than 1-1/2"	

SERVICE

If your Serta® mattress or foundation fails due to a manufacturing defect not practical to repair, the remedy under this warranty will be replacement of the defective product in Canada. If the Serta® product you purchased is discontinued at the time of replacement, a current model of comparable quality and value (Serta® determination) will be selected.

To receive service under the terms of this warranty contact your original Serta® dealer. If your original Serta® dealer is no longer in business or you have moved outside the service area, please contact CanCustomerService@SertaSimmons.com or 1-877-809-0094. A copy of original bill of sale is required to determine original date of purchase, model information and identify the Retailer. Model name label and law label must be provided from the product to identify the bedding and validate this warranty.

YOUR RIGHTS UNDER PROVINCIAL LAW

This warranty gives you specific rights, and you may have other rights, which vary from province to province. This warranty is extended only to the original purchaser from Serta Canada Inc. or its authorized dealers.

