

CONSUMER SUPPORT



STEARNS & FOSTER®

Consumer,

We understand you are experiencing an issue with your Sealy sleep set. Sealy takes great pride in the quality of its products and appreciates hearing from customers who are experiencing an issue of any nature. Enclosed you will find a set of warranty claim forms. Please read the enclosed **"Warranty Highlights"** sheet and notice the highlighted areas to help you better understand your sleep set warranty. Please read and complete these forms at your convenience and return the **six marked pages** of the **"Warranty Claim Forms"**. Please send photos of any issue you are experiencing with your product.

Once we receive your completed forms together with a copy of your proof of purchase, we will be in a position to process your claim. It will be determined if the sleep set or a piece of the sleep set is defective according to our warranty. If you have a manufacturing defect, we will notify you by letter explaining how the replacement process is handled and what your transportation charges will be for the delivery. If a manufacturing defect is not found, you will also be notified by letter. The claim process could take 8-12 weeks. **You must provide a proof of purchase or we cannot process your claim.**

Please be aware as per our warranty the following is not covered:

- **Sleep Sets found in "unsanitary conditions" or "abused" will not be covered by the warranty. (Body fluids, food stains, unusual dirt / staining etc.)**
- **Your claim will not be processed without a copy of the proof of purchase.**
- **Transportation is not covered under the warranty.**
- **The fabric on your replacement may not match your current bedding, as we replace only the defective piece(s).**
- **Please be aware that if you have a pro-rated warranty you will be charged a pro-rate charge in addition to the transportation charges.**

Sincerely,

Corporate Consumer Support
Enclosure

It is Sealy's basic business priority to deal quickly and effectively with any customer complaint or dissatisfaction, which results from a product failure.

Please read the following before filling out the attached Warranty Claim Form.

Nature of problem	Possible solutions
Body Impressions	Please see the warranty, as there is specific information that refers to body impressions. Body impressions do not indicate a structural weakness or breaking down of the innerspring unit. They are a natural occurrence of the mattress filling material, cotton and foam, conforming to each person's individual weight and body characteristics.
Squeaks or Noises	Squeaks and other noises usually originate from the bed frame, headboard or footboard. Remove the mattress and box spring from the bed frame. Check the frame by pushing down in several locations to locate the noise. If the noise cannot be located, replace the box spring on the bed frame as the noise is not originating in the sleep set.

If you have a pro-rated warranty, expect to pay a pro-rated usage charge if the bedding is returned after the free repair or replacement period has expired. You will also be required to pay transportation costs from the nearest Sealy manufacturing facility.

Expect bedding of equal or better quality if identical materials are not available. There is no guarantee that the product you receive will have the same fabric cover or construction as your current mattress or box spring as sleep set models change and may not be available at the time of replacement.

Make a copy of your proof of purchase (store invoice) and submit this with the Service Request Form. **The proof of purchase is required or the bedding will not be covered by the warranty.** If you are unable to locate your proof of purchase, please contact your original retailer as they may be able to retrieve records of your purchase. Please note that Sealy, as a manufacturer, keeps no consumer purchase records.

Please mail or fax the completed and signed "Warranty Claim Form" to your retailer:

Retailer: _____

Address: _____

Limited Warranty (Sealy) Highlights

LENGTH OF WARRANTY

Your warranty protects you from the day you purchased your sleep set and continues according to the "Warranty Schedule" found on your original warranty card. **In the event that we repair or replace your sleep set, this warranty continues your protection from the original date of purchase.**

Please refer to your original warranty card for specific details.

WARRANTY COVERAGE

This warranty covers the following items during normal wear:

Mattress:

- Torn handles, stitches pulled out of the handle where sewn to the mattress, or tears in the mattress fabric where the handles are attached.
- Coils or wires that are loose, broken, protrude or rip through fabric.
- **Body indentations of 1.5" or greater.**
- **Sagging: Your mattress must be continuously supported by a matching box spring, or equivalent, with an appropriate frame. The frame should include a rigid center support with at least 5 legs or a rigid center support with at least 5 hardwood cross slats for queen and king sets. A rigid center support is equal to a support that extends from the frame to the floor.**

Box spring:

- Splits in the wood frame.
- Squeaks, rattles or noises.
- Bent, loose or defective beams and/or center support rail.
- Loose or broken box spring wire.
- Compression of modules.
- Un-stapling of modules.
- **Sagging: A proper bed frame must continuously support the box spring. For king and queen sets, a rigid center support having at least 5 legs or a rigid center support having at least 5 hardwood cross slats is necessary. A rigid center support is equal to a support that extends from the frame to the floor.**

ITEMS NOT COVERED

Items and damages not specifically listed in the "Warranty Coverage" section are not covered, including, for example:

- Normal wear of mattress fabric.
- **Structural damage from using an improper bed frame. This warranty applies to queen and king size mattresses or box springs ONLY if they are used on an appropriate frame with a rigid center support having at least 5 legs or a rigid center support having at least 5 hardwood cross slats.**
- **Clearance bedding sold "as is" and floor models.**
- Comfort preference.
- **Body indentations less than 1.5".**
- Mattress damage due to an inappropriate box spring. **A mattress is designed for full performance when used in conjunction with a matching box spring as part of a total sleep set.**
- **Replacement of another piece in the sleep set, unless such other piece is also defective.**
- Mattress or box spring damage due to abuse.
- **Transportation costs.**

If A Warranty Problem Occurs...

If a defect occurs during the warranty period (which is described in the Warranty Schedule) of your original warranty card, Sealy will repair or replace (at our option) the defective mattress and/or box spring within a reasonable period of time.

In order for this limited warranty to be valid, you must:

- Be the original consumer purchaser, and have purchased the sleep set from one of our Sealy authorized dealer in Canada, United States or Puerto Rico;
- Provide a copy of the original store receipt, or other proof of date, place of purchase and purchase price;

If identical materials are not available at the time of product service, Sealy reserves the right to substitute material of equal or higher value. You will be responsible for transportation costs of the product to and from the store or factory, as applicable.

Your warranty does not cover products found to be in an unsanitary condition, or when the product failure is due to causes other than defective workmanship or materials.



SEALY CANADA LTD./LTEE WARRANTY CLAIM FORM

Please complete the following information legibly and completely.

If form is illegible or incomplete, the claim will not be processed.

Call log no											
First Name				Middle Initial				Last Name			
Home Street Address						City		Province		Postal Code	
Daytime Phone #						Evening Phone #					
() -						() -					
Email Address											

In order to accurately and quickly process your request, we will need you to fill in the following information from the law tags and original invoice of both your mattress and the box spring, even if you are claiming service on only one. Law tags can be found attached to the foot of the mattress and boxspring as described on page 8. An example is located on the "Law Tag" page.

A photocopy of the original invoice/receipt is required for processing of warranty claim.

If you do not use a box spring, then please write in "Not Applicable".

Important Note : Incomplete / ineligible claims will NOT be processed. Please be sure all information is completed and a copy of your original bill of sale and pictures are submitted.

Please tell us which products you are having a problem with.

<input type="radio"/> Mattress only			<input type="radio"/> Boxspring only			<input type="radio"/> Mattress & Boxspring		
Product Size	<input type="radio"/> Twin / Single (38" by 74")*			<input type="radio"/> Twin XL / Single XL (39" by 79")				
	<input type="radio"/> Full / Double (53" by 74")*			<input type="radio"/> Full XL / Double XL (54" by 79")				
	<input type="radio"/> Queen (60" by 79")*			<input type="radio"/> Queen Split boxes (30" by 79")				
	<input type="radio"/> King (76" by 79")*			<input type="radio"/> California King (76" by 82")				
Product Brand & Model Name	Mattress			Box Spring				
Model Name can be retrieved from center mattress label (i.e. Sealy Posturepedic Kensington Plush Eurotop)								
Warranty Code								
	Warranty Code can be retrieved from law label as described below i.e. "C3"							
Date Manufactured	Year:		Month:		Day:			
	Date of Manufacture can be retrieved from law label as described below.							
Date of Purchase	Year:		Month:		Day:			
	Date of Purchase can be retrieved from original invoice/receipt provided vendor at time of purchase.							
Authorized Retailer/ Dealer Name								
Authorized Retailer/ Dealer Address	Street:		City:		Postal Code			
Authorized Retailer/ Dealer Phone Number	City Area Code							
	() -							



SEALY CANADA LTD./LTEE WARRANTY CLAIM FORM

Please complete the following information legibly and completely.

If form is illegible or incomplete, the claim will not be processed.

As clearly & specifically as possible, please tell us about your complaint		
1	On the attached diagram (next page), please indicate where the problem is and show any changes to the bedding since you received them. For example, if there were tears or stains show where and write the words "tear" or "stain", etc.	
2	If your mattress has large body impressions please measure the deepest one in the following manner and note it here: • Example shown on the "How to Measure Body Impressions" page.	Deepest Impression
3	What is your bed frame made of? Look at your bed frame and draw the locations of any supports on the attached diagram – page 8.	Type of bed frame <input type="radio"/> Metal with center support <input type="radio"/> Metal with no center support <input type="radio"/> Wood with center support <input type="radio"/> Other with no center support <input type="radio"/> Other/None
4	Do you use boards or other flat objects in between your mattress and box spring to increase the mattress firmness? If yes, please tell us what you use:	<input type="radio"/> Yes <input type="radio"/> No
5	Have you replaced this mattress and/or boxspring before under this warranty?	<input type="radio"/> Yes <input type="radio"/> No
5b.	If yes, was it the mattress or boxspring?	
6	If yes (Question 5), what was the model name and purchase date of the original bed?	
I represent that the information above is accurate and complete to the best of my knowledge.		
Signature		Date
X		

A COPY OF THE ORIGINAL PROOF OF PURCHASE/RECEIPT MUST BE INCLUDED WITH THIS FORM OR THE REQUEST WILL NOT BE EVALUATED.


Thank you for taking the time to complete this form.



SEALY CANADA LTD./LTEE WARRANTY CLAIM FORM

LAW TAG – This is the Sealy or Stearns & Foster Law Tag.

The tag is placed on every mattress and box spring we manufacture. This tag provides us with valuable manufacturing information. This data highlighted in yellow provides us valuable information about your mattress or boxspring.

	
5/25/2020	
457000607005	
Ne pas enlever avant la livraison au consommateur Not to be removed until delivered to the consumer	
Cet article contient des MATÉRIAUX NEUFS SEULEMENT This article contains NEW MATERIAL ONLY	
Cette étiquette est apposée conformément à la loi de la province This label is affixed in compliance with Provincial Law	
Fabriqué par N° de permis : QC-038886	Made by Reg. No.
Contenu	Content
MOUSSE de POLYURETHANE MOUSSE INFUSEE au GEL FIBRES de POLYESTER	POLYURETHANE FOAM GEL INFUSED FOAM POLYESTER FIBRES
* * * * *	
Exigence Fédérale / Federal Requirement Recouvrement Extérieur / Outer Covering 61A7634	
Panneau matelas / Mattress Panel 99% POLYESTER / POLYESTER 1% CACHEMIRE / CASHMERE	
Bordure matelas / Mattress Border 85% POLYESTER / POLYESTER 10% POLYPROPYLENE / POLYPROPYLENE 5% POLYAMIDE / POLYAMIDE Fait par / Made By SEALY CANADA LTEE/LTD TORONTO, CANADA	
C3 9664 PP 24K CF EPT	
Fabriqué en conformité au règlement sur les matelas de la Loi canadienne sur la sécurité des produits de consommation. Manufactured in compliance with the Canada Consumer Product Safety Act Mattresses Regulations.	

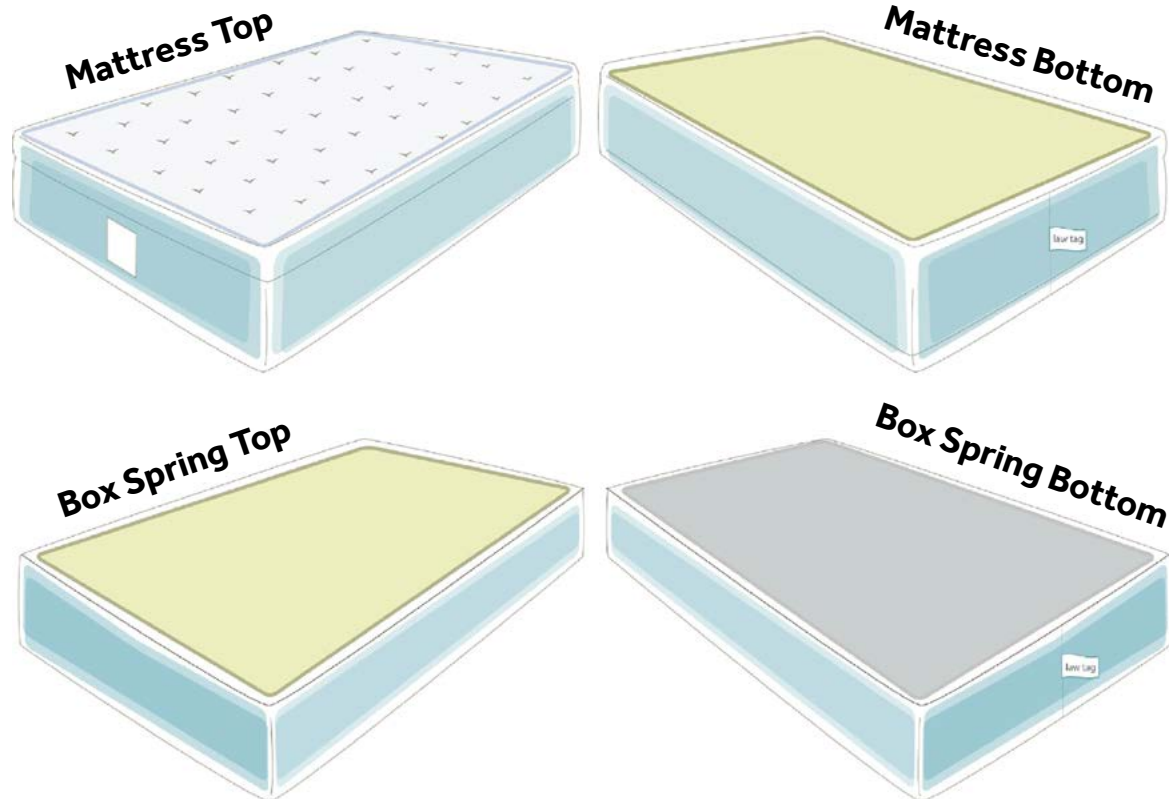
Date of manufacture Month "5" Day "25" Year "20"		

Warranty Code "C3"



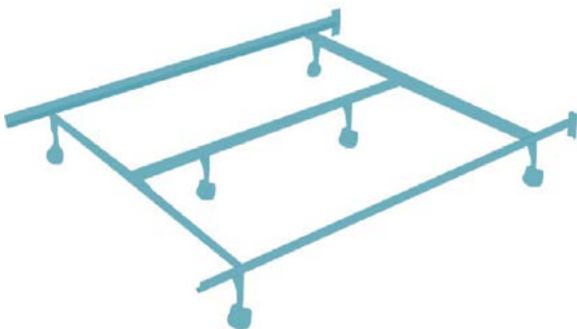
SEALY CANADA LTD./LTEE WARRANTY CLAIM FORM

Please use these diagrams to identify where you have problems with your bedding



The frame supporting your mattress and box spring is important to the life of your product. A typical bed frame is shown. How does your bed frame differ? Describe and/or draw your bed frame indicating location of support legs and horizontal / vertical supports. If you do not use a typical bed frame please draw or describe below. If you would like, take a photograph of bed frame system and attach it to your warranty claim.

Typical Bed Frame

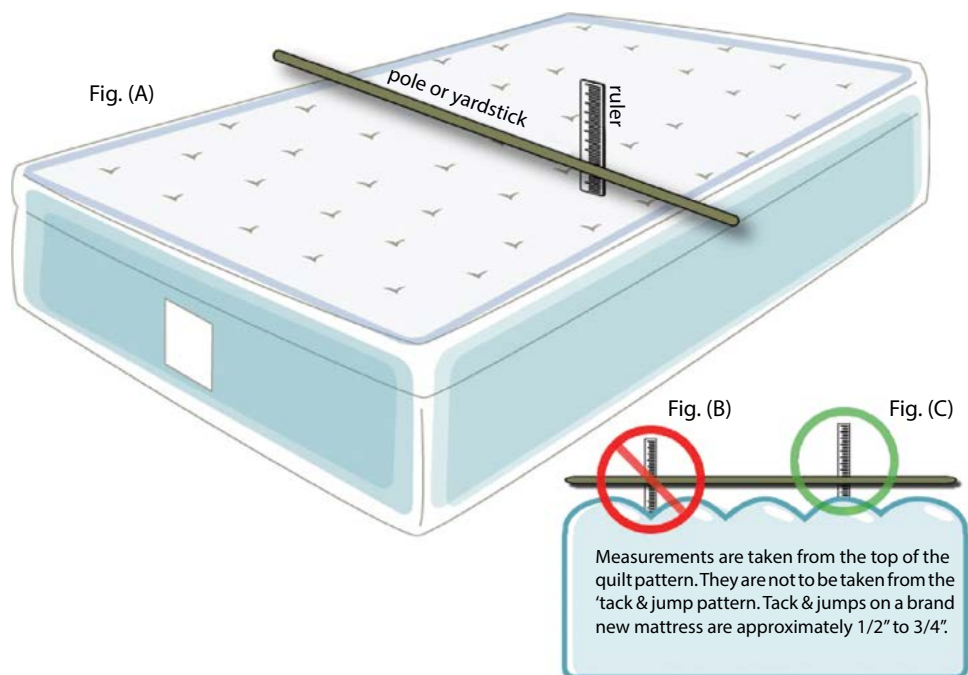




HOW TO MEASURE BODY IMPRESSIONS

1. Place a long pole (like a broomstick) or clip a string across the location of body impression(s), (hip area is usually deepest). Fig. (A)
2. Using a ruler, measure depth of impression from deepest point of mattress surface to edge of yardstick excluding the tack and jump quilting points. Fig (B)
3. Measure from center of padded area of quilting, not the seams of the quilting threads (pattern), so that measurements will be accurate. Fig. (C)
4. It is best if you have room to measure again with mattress on floor.
5. Measure your box spring in the same manner as listed above.

*** Please take measurements from top surface of mattress, then flip mattress and measure again. Please note these measurements in question #3 of the Warranty Claim Form. Providing us with these measurements will enable us to process your claim in less time.





<p align="center">Important : Sleep Sets in unsanitary conditions or abused will not be covered by the warranty. (Body fluids, food stains, unusual dirt / staining etc.)</p>		
<p>My mattress/box spring is in a sanitary condition and has not been abused. Please sign.</p>	<p align="center">Signature</p>	
	<p>X</p>	

Thank you for taking the time to complete this form.