



SERTA LIMITED WARRANTY

SERTA offers a Service Warranty and a Guarantee. The guarantee period is covered by a full factory guarantee against defective workmanship and defective materials. If we are satisfied that the material or workmanship is defective, we will repair or replace the product. This does not extend to normal wear and tear or damage caused by abuse, misuse or negligence. During the guarantee period the cost of the repair or replacement will be borne fully by SERTA. Thereafter in line with the Bedding Industry Standard, the cost will be borne by the customer on a prorata basis for the remainder of the Service Warranty period. Transport cost is excluded from the service warranty.

Your SERTA mattress contains the finest natural and man-made fillings and you may notice that a body impression of up to 4cm may form. This is not a structural defect. The natural settling of these fillings has merely conformed to your body's contour and weight distribution. These are more noticeable in the morning. Regular mattress rotation will assist in minimising body indentation from forming. It is recommended that the entire sleep surface be utilized by alternating sleeping patterns with sleeping on the sides as well as middle of mattress to ensure even wear and tear. In the event of sagging, an inspection will be done to determine the cause of sagging and if there was no abuse, terms of warranty will apply.

Please note:

- An inspection fee and a transportation fee will be charged for invalid claims within the warranty/guarantee period.
- If the SERTA product purchased by you is discontinued, SERTA will use the retail price of a comparable model.
- In order for the limited warranty to be valid, you must be the original purchaser and have purchased the sleep set from an authorized SERTA dealer in your area.
- No inspection or warranty will be honoured if an original purchase invoice is not provided or the manufacturing tag is not intact to validate the purchase date and the purchaser.
- If identical ticking materials are not available at the of product service, SERTA reserves the right to substitute the product or material of equal or higher value. Again, only the defective item in the sleep set will be exchanged or repaired.
- In the event that SERTA repairs or replaces the mattress or foundation, this limited warranty/guarantee will not be renewable nor extended but continued from the original date of purchase of the repaired or replaced item.
- This warranty is applicable in Southern Africa only.
- We reserve the rights from time to time to modify specifications.

In the unlikely event that a manufacturing defect develops during the warranty period, please inform the retailer where you purchased the product and supply them with the following information:

Product Name and Size

Date and Proof of purchase (copy of your invoice)

Description of complaint and if applicable, with pictures of complaint excluding bedding

CALCULATION OF WARRANTY REPAIR CHARGES

Your invoice will supply confirmation of your guarantee and warranty period, this can be further confirmed with our Customer Care department. Once you enter the warranty period you will be liable for repair charges applicable should there be a valid complaint on the product.

Serta Perfect Sleeper Range: 3 years guarantee/ 9 years warranty – TOTAL 12 years Warranty

Sertapedic Range: 2 years guarantee/ 8 years warranty – TOTAL 10 years Warranty

Divide your dealer's current retail price by the total limited warranty, then multiply by the number of years since purchase date on your original proof of purchase invoice.

For example:

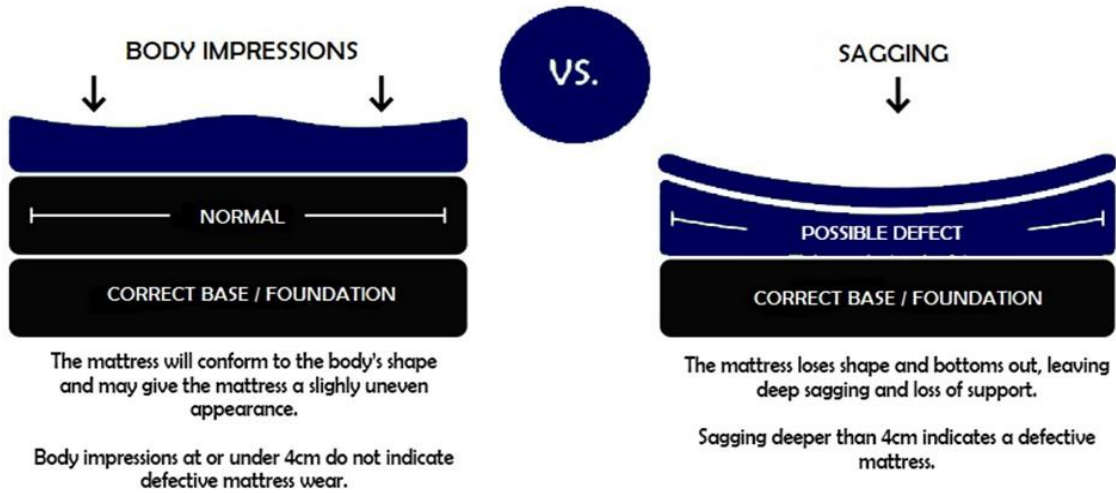
Current retail price R4 999 / Total limited warranty 10 Years = R499

Number of years since purchase date = 4 years

Charge for repair or replacement (R 499 x 4 years) = R1 996.00**

**Excludes transport cost

WHAT'S THE DIFFERENCE?



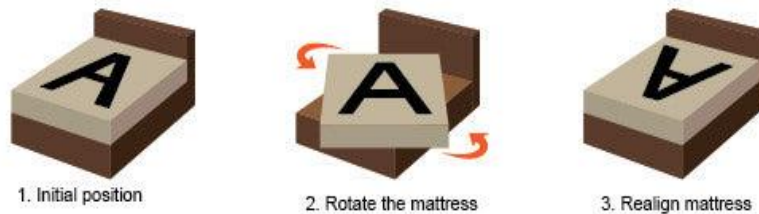
Caring for your SERTA products:

As with all quality products, your SERTA products will last longer and help you sleep more comfortably if you follow a few simple procedures:

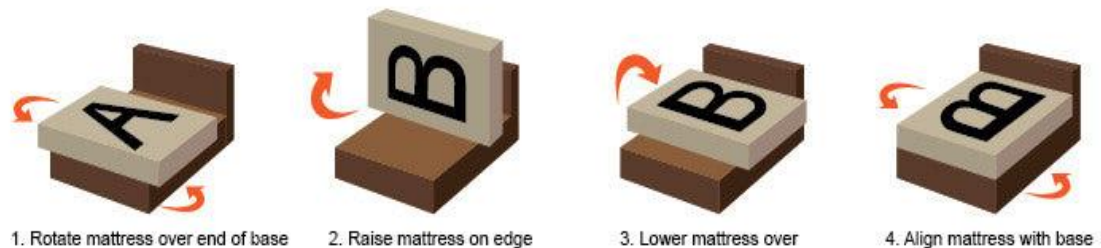
For your comfort and to help extend the life of your SERTA, we recommend that you regularly rotate the mattress monthly. SERTA Flip Free mattresses has one sleeping surface, this means you will never have to turn your new mattress over. Please note rotation cycle which means turning the mattress from one end to another (previous foot position will now rotate to be head position on the mattress). To ensure that even wear and tear is achieved on the mattress, sleeping on the sides as well as middle of the mattress is recommended so that there is even pressure applied to the sleep surface. The Flip Free mattress has upholstery padding, which increases its longevity and support performance. Do not attempt to sleep on the non-sleep surface of the mattress as it is not made for that purpose.

SERTA Double Sided mattress has a double sided rotation cycle technology constructed so that both sides can be utilized; Sleeping on both sides allows for fillings to evenly settle and helps to reduce depression on the mattress. Regular monthly mattress rotation and sleeping on the entire mattress surface is advised as well every quarterly mattress flipping over.

Rotating the mattress



Flipping the mattress



DO'S AND DONT'S OF BEDDING CARE

Here are some simple hints on how to maximise your SERTA sleep experience:

- Do keep your warranty card as this will provide you with adequate knowledge of the product that you have purchased.
- Do carry your mattress flat or on its side.
- Do keep your bedding clean.
- Do give your new sleep set time to 'breathe' upon removal from its plastic packaging.
- Do replace the foundation when purchasing a new mattress – our beds must be used in conjunction with a solid top foundation.
- Do rotate your mattress monthly to prolong its comfort and support life and sleep on entire mattress surface.
- Do give yourself time to adjust to the new feel and support of your new mattress.
- Don't smoke in bed, this is a potential fire hazard.
- Don't use an electric blanket as the high temperatures cause compression or sagging and may affect the fillings and fibre of the upholstery layers.
- Don't stand or jump on your mattress or base.
- Don't bend your mattress as this may cause damage to the inner spring unit.
- Don't remove the manufacturing tag on the products as this serves as identification to establish your warranty period and rights. Removal of tags will result in the warranty being void.
- Don't allow your mattress to get wet – this may affect the filling layers, causing them to compress and become damaged. Should your retailer apply a fabric protection treatment after manufacture and then re-inserts the mattress into packaging it may become wet, this will not be covered under warranty.
- Don't sit on the edge of your mattress as this may cause damage to the frame of your spring unit, damage to supports, fabric may stretch and noise complaints may occur.

The SERTA Warranty covers only the following items during normal wear:

The guarantee covers product failure caused by defective workmanship or defective materials ONLY.

NOT COVERED BY THIS LIMITED WARRANTY:

- SERTA reserves the right not to handle items for repair if it is marked, stained (inclusive of water stains), burnt, has evidence of insect infestation or in an unsanitary condition.
- Any fabric protection additive applied after manufacture, nullifies this warranty.
- Transportation or inspection costs.
- Damages as a result of incorrect handling during transportation and installation, damage including strapping and accidental damage to base fabric or top box.
- Damage arising from sitting on the edges of the bed.
- Cloth handles, mattress or foundation stitching pulling loose after 4 months of purchase.
- Comfort or firmness preference or suitability for any person's specific medical condition.
- Bed height and sheet fit.
- Products sold 'as is', 'shop soiled' or 'poor model'. Terms of Consumer Protection Act will determine if this point is to be excluded at the time of enquiry.
- Mattress or foundation damages due to abuse (bent border wire, jumping on, walking on or bending the product).
- Mattress damage due to inappropriate foundation being used. A mattress is designed for full performance when used in conjunction with its matching foundation as part of a full sleep set.
- Normal body impressions up to 4cm. These are a normal occurrence in your new SERTA bed and is an indication of the natural settling of the fillings conforming to your body's contour and weight distribution.
- When product failure is due to causes other than defective workmanship and materials.
- If the product manufacturing tag has been removed this immediately invalidates the warranty.
- Damages caused by continual use of an electric blanket, as the high temperature will cause the fillings and fibre in the upholstery layers to compress and flatten.
- SERTA shall not be liable for incidental or damages which result through the use of the product.
- SERTA reserves the right to substitute materials or models of comparable quality and does not guarantee that the fabric of the replacement piece will match.
- The decision to repair or replace will be at the sole discretion of SERTA.
- **We reserve the right to change the terms from time to time. Please refer to our website for more information.**