



with exclusive



# WARRANTY

& OTHER IMPORTANT INFORMATION

*la difference*

ESSENSUAL LUXURY



## CONGRATULATIONS!

on your purchase of a la différence bed. Made by Sealy.

You can look forward to many years of an unrivalled sleep experience, on a bed that has been manufactured to perfection and is backed by our world-class warranty.

## LIMITED WARRANTY & GUARANTEE INFORMATION

### **SEALY® WARRANTS THAT THIS MATTRESS & BASE IS FREE FROM ANY DEFECT IN WORKMANSHIP OR MATERIALS.**

This promise is backed by our commitment to continually improve our products and services through the application of a quality management system, as guided by the ISO (International Standards Organisation) quality management principles.

We make every effort to manufacture our sleep sets with only the finest materials. If however, you discover a defect in your new hand made mattress or foundation, please contact the retail store where you purchased your sleep set.

A Factory Guarantee Repair or Replacement Period is against faulty workmanship and faulty materials, not extending to damage caused by normal wear & tear, abuse, misuse or negligence. A Service Warranty Period is the balance of the period outside of the Guarantee period where the cost of repair or replacement is borne by the customer on a pro rata basis for the remainder of the Service Warranty Period.



Total Service  
Warranty - **15**

Guaranteed Repair or  
Replacement Period - **3**

Balance of Service  
Warranty Period - **12**

Calculation charges for repair or replacement in service warranty period: Divide your dealer's current retail price by the total limited warranty, multiplied by number of years since purchase date on your original proof of purchase invoice, e.g. R4999.00 / 10 = R499.90 x 4 years since date of purchase = R1999.60 + VAT. An inspection fee and a transportation fee will be charged for invalid claims within the Total Service Warranty Period. A recovery fee will be charged for unsanitary product within Total Service Warranty Period. If the Sealy product purchased is no longer available, Sealy will substitute with a comparable model at the current retail price.

## CARING FOR YOUR BED

### ***THIS LIMITED WARRANTY DOES NOT COVER:***

- Any fabric protector additive applied after manufacture, nullifies this warranty.
- Used bedding or bedding sold “as is”.
- Transportation or inspection costs.
- Cloth handles and mattress/foundation stitching pulling loose after 4 months of purchase.
- Sealy reserves the right to substitute materials or models of comparable quality, and does not guarantee that the fabric of the replacement piece will match.
- Only the faulty item will be exchanged in the sleep set. Replacement of one piece does not automatically constitute the replacement of the other piece.
- Bed height and sheet fit. (Sealy fitted sheet with stretch sides, cater for deeper, extra length mattresses.).
- Mattress or foundation damage due to abuse (bent border wire from jumping or walking on, or bending the product).
- Comfort or firmness preference, or suitability for any person’s specific medical condition.
- Mattress damage due to an 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.
- Sealy reserves the right to refuse services upon inspection if the product is dirty, stained, burnt, infested with insects or in an unsanitary condition.
- Product failure due to causes other than defective workmanship and materials.
- If the product has been altered structurally in any way by the consumer or other parties.
- The decision to repair or replace will be at the sole discretion of Sealy.
- Damage caused by continual use of an electric blanket, as the high temperature will cause the fillings and fibres in the upholstery layers to compress or flatten.
- When product identification labels have been removed, this immediately invalidates the warranty.
- Mattress damage due to inappropriate storage conditions. (Do not store a pocket system mattress on its side, as this will cause damage to the pocket springs.)

***IN THE UNLIKELY EVENT THAT A MANUFACTURING FAULT DEVELOPS DURING THE WARRANTY PERIOD, INFORM THE RETAILER WHERE YOU PURCHASED THE PRODUCT, WITH THE NATURE OF YOUR COMPLAINT. THE RETAILER WILL REQUIRE THE PRODUCT NAME & SIZE: DATE & PROOF OF PURCHASE:***

***DESCRIPTION OF COMPLAINT. PLEASE NOTE:***

- In order for the limited warranty to be valid, you must be the original purchaser of the sleep set from an authorised Sealy dealer in Southern Africa.
- No inspection nor warranty will be honoured, if an original purchase invoice is not provided or the labels are not intact, to validate the purchase date and purchaser.
- If identical fabric is not available at the time of product service, Sealy reserves the right to substitute the fabric of equal value, including color matching (as fashion changes, so do fabrics, colourways & availability). Again, only the faulty item in the sleep set will be exchanged.
- In the event that Sealy repairs or replaces the mattress or foundation, this limited warranty/guarantee will not be renewed or extended, but continued from the original date of purchase of the repaired or replaced item.
- This warranty is applicable in Southern Africa only.

## **ROTATION CYCLE**

Rotate mattress counter-clockwise (head to toe) then realign mattress to foundation.

The next time rotate again head to toe as indicated. Please rotate your mattress every 2 weeks for the first 3 months and thereafter, every 2 months.



- Do not attempt to rotate the mattress by yourself - bigger sizes are heavy, and this could cause personal injury or damage to your mattress.
- Handles, if fitted, should only be used to position the mattress, as they may pull out if used to support the full mass of the mattress.

Body impressions, up to  $\pm 4$ cm, are a perfectly normal occurrence in your new mattress and should not be confused with sagging. The layers of upholstery are designed to compress with use. However, the area where body weight is concentrated will compress first, while the areas not lain on will remain uncompressed. These are more noticeable in the morning, as they have been in use during the night, indicating settling and conforming of the layers to your individual body contours. Body impression is not a structural defect and should not be confused with sagging.



Proper care and maintenance will minimise impressions ensuring that your mattress wears evenly, for many years of trouble-free use.

Your new Sealy mattress has one sleeping surface, this means that you will never have to flip the mattress (please note the Rotation Cycle). This 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.

### ***DO'S AND DON'TS OF BEDDING CARE:***

Here are some simple hints on how to get the best performance from your new Sealy that will give you many enjoyable years of full Sleep System performance.

- **DO** carry your mattress flat or on its side. It's easier to handle and you'll be less likely to damage the mattress.
- **DO** keep your bedding clean. We suggest using a Sealy mattress protector and occasionally vacuuming your mattress (excessive vacuuming will damage the filling and fibres contained in the upholstery layers in the mattress).
- **DO** give your new sleep set time to "air" upon removal from its plastic packaging. Dispose of all plastic packaging as soon as possible and for safety sake, do not leave near children.
- **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** rotate your mattress to prolong it's comfort and support life. Body indentations are a normal occurrence in your new mattress and indicate conformance of upholstery layers to your individual body contours.
- **DO** give yourself time to adjust to the new feel and support of your new mattress.
- **DON'T** smoke in bed. The mattress covering will not eliminate an ignition caused by smouldering cigarettes or excessive high temperatures from an electric blanket. High temperatures from an electric blanket, causing compressions or sagging, may affect the fillings and fibres of the upholstery layers.
- **DON'T** stand or jump on your mattress. It was not built for that kind of weight concentration or abuse.
- **DON'T** bend your mattress as this may cause damage to the innerspring unit. Rather flex than bend the mattress when going through doorways and don't bend the corners when putting on fitted sheets.
- **DON'T** remove the label on your mattress - this serves as a means of identification to establish your warranty period and rights.
- **DON'T** allow your mattress to get wet or damp. This may affect the upholstery layers causing odour, damage or compression, especially if a Fabric Protection treatment is applied after manufacture and the mattress is re-inserted into its packaging.



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