



## Limited Warranty Service Policy

1. The quality and craftsmanship built into every mattress (Product) allows Manufacturer to offer a limited warranty (Limited Warranty) as follows:

*Limited warranty against defects in the spring coils due to manufacturing defects only from the date of delivery:*  
*(a) 10 years limited warranty for innerspring mattresses; or*  
*(b) 15 years limited warranty for pocketed spring mattresses*  
*(Spring Coil Warranty Period, as the case may be).*

2. During the Mattress Warranty Period, the Product will be repaired or have parts replaced at Manufacturer's absolute discretion. Manufacturer may charge for the transport, delivery or handling charges incurred in inspecting the Product at your premises, as well as transporting the Product to and fro Manufacturer's factory.
3. During the Spring Coil Warranty Period, the spring coils will be repaired or have parts replaced at Manufacturer's absolute discretion in respect of any manufacturing defects of the spring coils. Manufacturer may charge for transport, delivery or handling charges incurred in inspecting the Product at your premises, as well as transporting the Product to and fro Manufacturer's factory.
4. This Limited Warranty shall not apply to damages resulting from normal wear and tear, and existence of any of the following circumstances shall make the foregoing warranty null

- (i) If the Product was not purchased through an authorized dealer;*
- (ii) If the Product was not returned to Manufacturer with the copy of the original receipt.*
- (iii) If notice of defects in workmanship is not given to Manufacturer within 30 days upon discovery;*
- (iv) If the Product has been bent, squeezed or damaged as a result of infants/children/adults jumping on the Product etc.*
- (v) If the Product is very soiled and unhygienic, including but not limited to situations where the Product had been infested with insects as a result of proximity with other products not manufactured by Manufacturer or soiled by urine or blood. When product failure is due to causes other than defective workmanship or material.*
- (vi) If the Product had not been purchased by the original purchaser for own use but for hire sale purposes;*
- (vii) If the Product is used for commercial purposes, unless specifically designed and built for commercial use.*
- (viii) If the original purchaser otherwise parts with possession of the Product;*
- (ix) If the mattress is damaged due to use with an inadequate foundation. Our mattress is designed for optimal performance when used in conjunction with a matching foundation as part of a total sleep system. Wooden baseboards would have to be used in the event that the base of the bed set comprises of wooden slats. In addition, this Limited Warranty shall not apply to "as is", display sets. Handles are only intended to assist in the positioning of the mattress.*
- (x) If repairs have been attempted other than those by Manufacturer's staff and parts of the Product have been replaced with a part or parts which have not been approved by Manufacturer.*
- (xi) If Manufacturer's instructions for using and maintaining the Product has not been followed; or if the Product has otherwise been damaged as a result of poor maintenance, or careless use*

5. Manufacturer shall not be liable for any loss of use or loss of profit or consequential loss or damage incurred as a result of the repairs to the Product.
6. If an identical material is not available at the time of service, Manufacturer reserves the right to substitute with materials of a comparable quality. Any defective part that has been replaced shall become the property of Manufacturer.
7. All mattresses may show some body impressions as the upholstery and comfort layers settle and this is not a structural failure /manufacturing defect of your mattress which is covered by this Limited Warranty. Rather they are common occurrences and indications that the upholstery and comfort materials are conforming to your body contours. In accordance with International Standards, impressions of upholstery materials of 1.5 inch or less should not be considered as sagging of the mattress.

*See example on how to measure the compression.*

Example: Measure depression by making a straight line across the top with a yard stick. Then measure the distance from the straight line to the top of the quilt surface at the lowest point of depression. In this example, the mattress has a 1 inch depression – this is NOT a defect covered by this Limited Warranty.

**THIS IS NOT A DEFECT**

1"

Two people sleeping on a queen or king mattress may notice that the head-to-foot center of the mattress is raised. This is a normal occurrence and indicates that the upholstery and comfort layers in the sleeping areas are conforming to each sleeper's body.

8. This Limited Warranty is valid only if the Product is used and handled in accordance with the directions in this Limited Warranty.
9. Manufacturer does not assume or authorize any person/entity to assume for it any other obligation or liability beyond what is expressly provided for in this Limited Warranty.
10. This Limited Warranty is designed to address structural defects and is not a comfort warranty.
11. If products are repaired or replaced under this Limited Warranty, the original Mattress Warranty Period and/or Spring Coil Warranty Period (as the case may be) is not extended. All implied warranties on this Product, including any implied warranty of merchantability or fitness for a particular purpose, shall not exceed in duration the term of this Limited Warranty. The foregoing warranty is in lieu of all other warranties or conditions, and Manufacturer makes no additional warranties or conditions, express or implied, as to any of its products, including any warranties of merchantability or fitness for a particular purpose, which are hereby expressly excluded and disclaimed. The remedies provided herein are exclusive remedies provided under any warranty for this Product, express or implied. Manufacturer shall not be liable for any indirect, incidental or consequential damages arising out of the use of this Product, and in no event shall Manufacturer's liability exceed the purchase price of the Product.

## CARING FOR YOUR MATTRESS

1. To ensure that usage is distributed evenly on the mattress:
  - (a) For dual side usage mattresses: Turn the mattress every 3 months and rotate the mattress from top to tail.*
  - (b) For non-flip mattresses: Rotate the mattress from top to tail every 3 months.*
2. A mattress protector should be used on the mattress to prevent soiling.
3. Do not attempt to fold, bend, stand or jump on the mattress as it will exert excessive strain on the component parts and may cause serious permanent damage to the mattress and foundation / bedframe. It takes up to 30 nights for your body to adjust to the feel and support of a new sleep system.
4. Do use an appropriate bedframe/foundation on your mattress to ensure validation of your warranty. In case of doubt, please consult Manufacturer or an authorized Silentnight dealer.
5. Do not pull the edge of your mattress when changing the bed linen of your mattress. Instead lift the mattress to fully remove and/or dress your mattress with the bed linen.