

If Warranty Issue Does Occur

In the unlikely event that a warrantable defect occurs with your new mattress or foundation:

1. Contact Restwell's Customer Service Department at:
customerservice@restwell.com

Fill out our service care form which can be found on our website **www.restwell.com**, submit the form and pictures of the problem area(s) via email, post, or fax.

2. Provide proof of purchase, you must be the original purchaser.
3. Arrange for the return of the product to Restwell Factory where the product will be inspected. We are unable to inspect or repair the product until it reaches our factory.

LIMITED WARRANTY If a defect that is covered under warranty occurs during the no-charge period (which is described in the warranty schedule) Restwell will repair the defective mattress and/or defective foundation within a reasonable period of time.

If a problem occurs after the no-charge period but prior to the end of the warranty period Restwell will repair the defective product with a pro-rated charge. If identical materials are not available at the time of repair or replacement, Restwell reserves the right to substitute materials of equal or greater quality.

In order for this limited warranty to be valid you must be the original consumer purchaser from an authorized Restwell dealer in Canada, you must provide a copy of the original store receipt. Restwell reserves the right to refuse service and invalidate this warranty when, upon inspection, the sleep set is soiled/stained or found to be in an unsanitary condition or when product failure is due to causes other than defective workmanship or materials. Please refer to the "Do's and Don'ts of Bedding Care" section of this brochure for the proper sleep set care.

Transportation arrangements and costs are the responsibility of the purchaser.

Terms and conditions are subject to change based on industry standards

Exclusive Remedy/Other Limitations

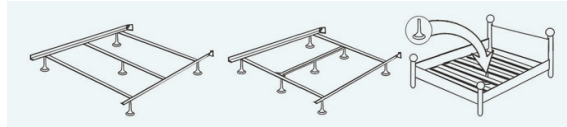
ANY AND ALL IMPLIED WARRANTIES ON THIS PRODUCT, INCLUDING ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXCEED IN DURATION THE TERM OF THIS LIMITED WARRANTY WHICH BEGINS WITH THE DATE OF PURCHASE BY THE CONSUMER. THE SERVICE TERMS STATED IN THIS WARRANTY SHALL BE THE CONSUMER'S SOLE AND EXCLUSIVE REMEDY IN THE EVENT OF PRODUCT FAILURE DURING THE WARRANTY PERIOD. RESTWELL SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THIS PRODUCT, OR FOR THE BREACH OF THIS OR ANY OTHER EXPRESS OR IMPLIED WARRANTY.

The Warranty DOES NOT Cover

Handles (which should be used only to position the mattress).

Border wires, which run along the perimeter of the mattress and foundation, sitting on edge of mattress, bent due to moving or bending the sleep set.

Structural damage due to use of an improper bed frame. This warranty applies to Queen/King size mattress or foundations ONLY if used on an appropriate frame with a rigid centre support. (See diagram). Headboard/footboard frames are acceptable but must contain no less than five hardwood slats with at least 5 legs. The five slats should be evenly spaced and no greater than 3" from the headboard or footboard.



Bed height or comfort preference (too soft, too firm)

Mattress damage due to an inappropriate foundation. A mattress is designed for full performance when used in conjunction with its matching foundation as part of a total sleep set.

Damage caused to mattress or foundation by abuse (standing, jumping, bending etc)

Replacement of another piece in the sleep set, unless such other piece is also defective.

Body indentations that are less than the approved tolerance for your mattress model (usually 1.5"). Some body impressing is normal with regular use of a mattress, this will not affect the performance or durability of your mattress set. For more details please contact our Customer Service department.

Normal wear and tear on the mattress. Cosmetic issues that do not affect the performance of the mattress set, such as: stitching, fabric flaws, fabric discolorations or fabric fading.

Restwell does not warrant that this product is suitable for any person's medical condition. Restwell makes no warranty beyond what is contained in this warranty. Some provinces do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you. Some provinces do not allow the exclusion or incidental or consequential damages. The above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from province to province. Restwell does not authorize any person to create for any other obligation or liability in connection with this warranty.



Warranty & Mattress Care



Trusted by Millions Since 1926



My
RECOVERY
MATTRESS



For warranty inquiries please visit us at
www.restwell.com

or call us at
1-888-665-1112

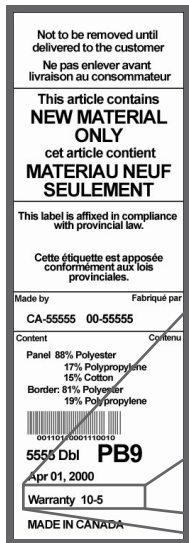
Congratulations!

You have just purchased a high quality sleep set carefully manufactured in Canada by Restwell Sleep Products. Your mattress is designed and manufactured for your comfort and support. Please read the following warranty information and care instructions to ensure the continued support and performance of your new sleep set.

Warranty Coverage

This warranty begins on the day you purchase your sleep set. If your sleep set is repaired or replaced the warranty period still continues from your original purchase date. Please refer to the “Warranty Schedule” below to determine the length of your warranty.

To determine the length and terms of your warranty, look at the code on your law label (see below).



Law Label Sample

Attached to every sleep set is a law label which includes a warranty code number



Warranty Schedule

The warranty code is X - Y:

X = Total Warranty Period (in Years)
Y = Full Coverage Period (in Years)

Example 1: Warranty Code is 10-10, meaning your sleep set is covered for 10 years, all 10 years are full coverage, which means Restwell will repair or replace (at our discretion) your mattress at no charge.

Example 2: Warranty Code is 10-5, meaning your sleep set has a total period of 10 years, the first 5 years have full coverage, and the remainder of the period has limited coverage.

Limited Coverage Period: A mattress with a warranty claim in its limited coverage period, will be repaired or replaced by RW (at our discretion) with a pro-rated charge.

Bedding Care

DO'S

- ✓ DO keep your bedding clean. **Any kind of stain(s) will void your warranty.** We recommend using a waterproof mattress pad to protect your mattress from any accidents.
- ✓ DO carry your mattress upright and on its side. It's easier to handle and less likely to damage the mattress. Always have 2 people lift or turn a mattress that is larger than a single size to avoid injuring yourself.
- ✓ 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 really is the foundation, which supports the entire mattress. We do require a matching Restwell foundation to be used with your mattress to validate your warranty.
- ✓ DO use an appropriate frame **with centre support** for queen and king size sets. This is required to validate your warranty, and ensures proper support for your bed (See back diagram for more details).
- ✓ DO air out your mattress in a well ventilated area. (Like a new car, a mattress can have a “new smell” in the beginning. This is normal).
- ✓ DO check your platform base or sleigh bed for adequate center support and edge to edge cross slats - many designs do not meet warranty requirements.
- ✓ DO keep your retailer receipt in a safe place, this must be submitted if a warranty issue does arise.
- ✓ DO turn your mattress frequently to keep your warranty valid. The materials used in this mattress are designed to conform to your body's individual contours. If your mattress is 2-sided, rotate your mattress head to toe after 2 weeks of use, then 2 weeks later flip the mattress over. Continue this sequence for the first 3 months of use, then once every month thereafter to evenly wear your mattress and minimize sagging. If you own a Never Turn /One-Sided mattress rotate it head to toe every 2 weeks for the first 3 months of use, then once every month thereafter. It is your responsibility to maintain the mattress in this manner to validate your warranty.

Bedding Care

DON'TS

- ✗ DON'T PLACE NEAR OPEN FLAME OR EXPOSE TO FIRE. THIS MATTRESS IS NOT FLAME OR FIREPROOF AND CAN IGNITE AND/OR BURN IF EXPOSED TO OPEN FLAME OR FIRE. WHEN IGNITED, SOME BEDDING MATERIALS CAN BURN RAPIDLY AND EMIT SMOKE AND HAZARDOUS GASES.
- ✗ DON'T smoke in bed. This mattress is manufactured as required by federal law to resist but not necessarily eliminate, ignition by smoldering cigarettes.
- ✗ DON'T allow your mattress to get wet. Protect it from all liquids. Any type of staining on the mattress will void the warranty.
- ✗ DON'T carry your mattress using handles. Use handles only to position the mattress on foundation.
- ✗ DON'T let anyone stand or jump on your mattress or foundation. It was not built for this kind of weight concentration in one area. This is considered abuse of the product and voids your warranty.
- ✗ DON'T sit on the edge of your mattress for extended periods; doing so will cause damage to the inner spring unit.
- ✗ DON'T place a board between your mattress and foundation. Your sleep set is designed specifically to provide you with support.
- ✗ DON'T remove the law label. This serves as means of identification to establish your warranty rights. The law label must be attached to validate the warranty.
- ✗ DON'T use dry cleaning fluid of any type on your mattress. These chemicals will damage some of the construction materials.
- ✗ DON'T bend your mattress under any circumstances (unless your mattress is compatible with an adjustable base). Such treatment may damage the core. Flex rather than bend the mattress when going through doorways and don't bend the corners when putting on fitted sheets.