



Sealy® mattresses are designed to deliver the perfect blend of comfort and support at a great value.

Every mattress is designed and assembled right here in the USA with quality materials so you can rest assured knowing your Sealy® will feel good for years to come.

#### Questions?

Please contact our customer support team:

Email: [CustomerRelations@tempursealy.com](mailto:CustomerRelations@tempursealy.com)

Phone: 1-877-533-8153 9am-5pm EST

## 10-year Limited Warranty

### Length of Warranty:

The warranty commences on the date which the mattress was purchased and remains effective according to the terms and conditions defined below. The warranty applies to the original purchaser and further defines the mattress as being free from defects in workmanship and materials for a period of ten years. If a warranted defect is found within the first ten years from the date of purchase, the mattress will be replaced, subject to inspection.

### Warranty Coverage:

The following items are warranted during normal use. Mattresses may contain materials and options that are generally referred to below, of which not all materials and coverage may apply if they are not present in your specific mattress. All mattresses must be supported by a solid foundation, typically a box spring or platform with a frame in order for the warranty to be valid. Foundation is not included with the mattress.

### The following items are warranted during normal use:

- *Compression Set*: permanent body indentations of  $\frac{3}{4}$ " or greater for memory foam mattresses, and 1.5" or greater for innerspring or hybrid mattresses.
- *iCoils*: independent coils, which are loose, broken, or have compromised the mattress fabric.

### The following items are **NOT** covered by the warranty. *It is the purchaser's responsibility to inspect and examine the mattress within 15 days of purchasing.*

- Incidental damages
- Other costs: freight, duties, taxes, delivery services
- Abuse
- Damage from chlorinated products and exposure
- Yellowing of foam from exposure to light
- Mattress fabric
- Body indentations less than  $\frac{3}{4}$ " (memory foam) or 1.5" (innerspring/hybrid)

- Structural damage from moving or transporting the materials
- Structural damage due to use with improper foundations and other support systems
- Profile: overall finished height
- Accessories: sheets, linens, etc.
- Change in personal comfort preference in addition to general softening of materials over time

### Claims Process:

If an approved material or manufacturing defect occurs within the warranty period, the defective item will be replaced. If a claim is authorized and identical materials are not available, we reserve the right to substitute materials that are of equal or higher value.

To file a claim, please first contact us via email or phone to open a case. You will receive a confirmation via email or phone on how to proceed. Depending on the nature of the claim, our representative may require additional information or product images for further evaluation. Any damages done to the product in preparation for filing the claim, and prior to receiving your claim number and confirmation from our customer service representative will void your claim.

To properly file a claim within the warranty period, the following are required:

- The claim must be filed by the original purchaser, no transferability is authorized
- A form of payment confirmation indicating the purchase price and purchase date within the warranty period
- The law label from the defective product
- Contact and shipping information

*Your new mattress is flame retardant and meets fire safety standards issued by the U.S. Consumer Product Safety Commission when used by itself or with a foundation specified on the federal law tag attached to the mattress. Sealy® mattress fabric does not contain any flame retardant chemicals.*