Foam Mattress Warranty Information

For warranty inquiries or to register your product, please visit our website at: www.serta.com or call us at 888-55-SERTA

Do’s and Don’ts of Bedding Care

- Do rotate your mattress as needed, this will promote even wear.
- Do use an appropriate frame and center support on queen- and king-size sets to ensure validation of your warranty.
- Do let your new sleep set “air” upon removal from its plastic packaging. Discard the plastic wrapping on your mattress as soon as possible; a child or pet can become entangled and suffocate.
- Do keep your bedding clean and use a mattress pad. Stains, soiling, fluid penetration or other signs of abuse may void the warranty and make your bedding ineligible for repair or replacement.
- Do replace the foundation when purchasing a new mattress to provide the proper support for your new mattress.
- Do carry your mattress upright on its side. It is easier to handle and less likely to damage the mattress. If you need to store your mattress for an extended period, please store it flat.
- Do promptly dispose of old mattresses to avoid a fire hazard.
- Don’t remove the law tag at the end of your mattress as this has the identification needed to establish your warranty rights.
- Don’t bend excessively or jump on your mattress under any circumstances. Such treatment may damage the mattress or boxspring. Normal use on an adjustable base is permitted.
- Don’t use cleaning fluids on your mattress. The chemicals may damage some of the materials.
- Don’t allow your mattress to get wet. Any liquids, water or other fluids may damage upholstery causing materials to compress. Serta recommends that you protect your mattress from water and other liquids with a waterproof mattress pad.

Please be Advised: Your New Mattress is Not Fire-Proof

Your new mattress 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. Compared to older mattresses, your new mattress will, if ignited, burn more slowly and less intensely, giving you more time to escape.

In Order to Reduce the Risk of Fire:

- Don’t smoke in bed. This is a common cause of fatal fires.
- Do keep matches and lighters away from children.
- Don’t use candles on or around your bed.
- Do keep space heaters away from your bed or other flammable items. Follow all manufacturer’s instructions and warnings.
- Don’t run electrical cords under your bed or trap them against a wall. Avoid placing lamps where they can fall on the bed.

In Case of Fire, Exit and Then Call 911

To facilitate any future customer service or warranty inquiries, please keep a copy of this warranty card, all tags on your bedding and the sales receipt from your Serta dealer.
Congratulations on your new Serta sleep set. Our goal is to provide the highest product quality and durability, assuring you of the most comfortable and healthful night’s sleep. This promise is backed by our Serta Quality Assurance Program, one of the most stringent and rigorously enforced product quality programs in the mattress industry, for your home furnishing needs. Through the Serta Quality Assurance Program, you can feel confident that your Serta sleep set will provide you with the long-lasting comfort and support you expect.

OUR ASSURANCE OF QUALITY

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The Serta Warranty does NOT cover items not expressly listed in the “Warranty Coverage” section, such as, but not limited to:

- Transportation and inspection costs
- Bedding used in hotels, motels or institutional facilities
- Bedding sold “as is”, or floor samples, or bedding purchased from second hand dealers, non-retail establishments or received as promotional item
- Bedding height
- Comfort preference
- Corner guards
- Replacement of another piece in a sleep set, unless it is also defective
- Body impressions in the mattress that measures less than 3/8”
- Sagging in the mattress that measures less than 1/2”
- Mattress damage due to an inappropriate foundation or when an incorrect bed frame is used
- Mattress damage due to improper care.

The use of cleaning fluids may damage the fabric and materials in your mattress. Allowing water or other liquids to penetrate your mattress may damage the layers of upholstery, causing materials to compress. The use of cleaning fluids may damage the fabric and materials in your mattress. Allowing water or other liquids to penetrate your mattress may damage the layers of upholstery, causing materials to compress. The use of cleaning fluids may damage the fabric and materials in your mattress. Allowing water or other liquids to penetrate your mattress may damage the layers of upholstery, causing materials to compress.

Because we strongly believe in the quality, design and craftsmanship of our Serta products, Serta products are warranted against manufacturing defects in workmanship and material, as detailed below.

If you observe a defect, contact the Serta dealer from which you purchased the set. If the dealer cannot be reached, please contact Serta Customer Support at 888-55-SERTA. In either case, you must, within the duration of the warranty, provide the original law tags, proof of purchase (including date of purchase) and be the original purchasing consumer.

If defective in workmanship or material, your Serta mattress and/or foundation will be repaired or replaced at our option, as detailed on the Serta Warranty Schedule and exclusive of transportation and inspection costs. If the Serta product you purchased is discontinued at the time of repair or replacement, a current model of comparable quality and value will be selected.

All other claims including incidental or consequential damages are precluded. If identical materials are not available at the time of repair or replacement, the manufacturer reserves the right to substitute materials of comparable quality.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts. If your state precludes this, the limited warranty will not be renewed or extended. Please refer to the Serta Warranty Schedule on this card to determine the length of coverage for your model.

MATTRESS CARE

We recommend that you rotate your mattress occasionally, which will increase its comfort and longevity. However, the option to rotate your mattress is not required for your warranty to remain in effect. Please note that bedding clean and a mattress pad, Stains, soiling, fluid damage, and longevity. However, the option to rotate your mattress is not required for your warranty to remain in effect. Please note that bedding clean and a mattress pad, Stains, soiling, fluid damage, and

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