

# Warranty Card



## WARRANTY COVERAGE DETAIL

The Serta Warranty covers only the following items during normal wear:

### INNERSPRING OR HYBRID MATTRESS

- Wires that are loose, broken or protruding through fabric.
- Sagging or Body impressions that measure 1½" or greater, only if the mattress has been continuously supported by a matching foundation (or equivalent) and used with an appropriate frame with center support or a minimum of 5 cross slats with center support that extends to the floor. A Serta adjustable base may be used with an adjustable approved mattress.
- Handles on all iSeries and equivalent level mattresses.

### ALL FOAM MATTRESS

- Sagging or Body impressions that measure ¾" or greater, only if the mattress has been continuously supported by a matching foundation (or equivalent) and used with an appropriate frame with center support or a minimum of 5 cross slats with center support that extends to the floor. A Serta adjustable base may be used.
- Zippered mattress covers are warranted for ten years after the purchase date from manufacturing defects and workmanship, flaws of the zipper or seams, and tearing of the fabric under normal use. Covers with a zipper located on the bottom of the mattress should never be removed, see tag for spot cleaning suggestions. Covers with a zipper located on the side of the mattress can be removed for cleaning, see label for cleaning suggestions.

### SMOOTH TOP (NON-QUILTED) HYBRID MATTRESS

- Wires that are loose, broken or protruding through fabric.
- Sagging or Body impressions that measure ¾" or greater, only if the mattress has been continuously supported by a matching foundation (or equivalent) and used with an appropriate frame with center support or a minimum of 5 cross slats with center support that extends to the floor. A Serta adjustable base may be used.
- Handles on all iSeries and equivalent level mattresses.

### FOUNDATION – *Not including Adjustable Base*

- Broken or loose support elements
- Splitting of the wood frame
- Broken or loose grid top
- Compression or unstapling of support elements
- Loose, bent or defective wood beams
- Sagging, but only when continuously supported with an appropriate frame with a rigid center support that extends to the floor.

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

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 parties, non-retail establishments or received as a promotional item.
- Bedding height
- Comfort Preference
- Corner guards
- Bent perimeter border rods due to moving or bending the sleep set for innerspring models
- Replacement of another piece in a sleep set unless it is also defective
- Damage of the mattress or foundation due to misuse or abuse
- Mattress damage due to an inappropriate foundation or when an incorrect bed frame is used
- Sheet fit
- Fabric Stains, soiling, fluid penetration, tears or burns
- Adjustable foundations (see owner's manual for details on warranty coverage)
- Mattress fabric (except as noted in the Warranty Coverage Detail section for an All Foam mattress)
- Zippered mattress cover damage due to improper care including removal of cover
- Normal change in softness and recovery time associated with memory foam and latex materials over time. This does not affect the pressure relieving qualities of these materials.
- Body impressions in the mattress that measure less than 1½" for an innerspring mattress; less than ¾" for all smooth top (non-quilted) hybrid mattresses and All Foam model mattresses.
- Sagging in the mattress that measure less than 1½" for an innerspring mattress; less than ¾" for all smooth top (non-quilted) hybrid mattresses and All Foam model mattresses.

### IMPORTANT INFORMATION

Serta reserves the right to refuse service and invalidate the warranty when the sleep set, even if defective, is in an unsanitary condition (due to blood or bodily fluid stains or soiling, infestation or other abuse), when the sleep set has evidence of damage from liquid penetration, cleaning or the use of cleaning fluids, or whenever the product failure is caused by factors other than defective workmanship or materials.

Allowing the sleep set to be in an unsanitary condition may damage the product and invalidate the warranty. For the health and safety of anyone who would be required to dispose of, or otherwise handle, the sleep set, Serta may refuse to inspect such products to assess whether covered by the warranty, in which case, Serta reserves the right to deny warranty coverage.

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. Either of these situations may result in damage that will invalidate your warranty.

Serta reserves the right to deny warranty coverage if the sleep set exhibits stains or soiling of unknown origin or nature and it appears to Serta, in good faith, that the sleep set may be in an unsanitary condition or may have been damaged by liquid penetration or other abuse.

This warranty is given by the Serta manufacturer whose name and address appear on the law tag attached to your Serta product. We recommend that you examine the law tag attached to your Serta product and record the name and address of the Serta manufacturer, and your warranty code, on this warranty card. Retain the law tags and proof of purchase to validate warranty coverage.

# Warranty Card

## LAW TAG SAMPLE

UNDER PENALTY OF LAW THIS TAG NOT TO BE REMOVED EXCEPT BY THE CONSUMER
ALL NEW MATERIAL CONSISTING OF
REG. NO OR LIC NO.
YOUR SERTA MANUFACTURER
(ADDITIONAL INFORMATION) Warranty Code Found Here

Attached to every Serta sleep set is a law tag (see sample left) which includes a warranty code number. To determine the terms of your warranty, match the warranty code with the appropriate line in the warranty schedule.

An "X" before and after sku on law tag indicates it is a floor sample or the word sample indicates the same. Floor samples are not covered by the warranty.

If you remove this tag keep it with your receipt as both will be required for warranty coverage.

This warranty is for products that carry the specific warranty codes listed on the law tag and on the chart below. For previous warranty brochures visit the customer care section at [www.serta.com](http://www.serta.com).

## WARRANTY SCHEDULE CHART

Warranty Code on Law Tag	Total Limited Warranty Period (in years)*	Period for No Charge Repair or Replacement (in years)*	Normal Body Impressions/Sagging	Repair or Replacement Charge After No Charge Period*
W20F	20	10	less than 3/4"	1/20 of dealer retail price times number of years from purchase date
W15	15	15	less than 1-1/2"	Not Applicable
W15F	15	15	less than 3/4"	
W10S	10	10	less than 3/4"	
W10F	10	10	less than 3/4"	
W9	10	10	less than 1-1/2"	
W91	8	8	less than 1-1/2"	
W92	5	5	less than 1-1/2"	
W1	1	1	less than 1-1/2"	

\*Exclusive of transportation and inspection costs

## BED FRAME REQUIREMENTS

- On Queen and King-size models, center support that extends to the floor is required.
- Serta adjustable frames may be used with a mattress that was designed to be used with an adjustable base.
- Solid Platform application may be used however it is required to offer center support that extends to the floor.



REQUIRED BED FRAME EXAMPLES FOR KING & QUEEN SIZE BEDDING

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

- **DO** rotate your mattress as needed, this will promote even wear.
- **DO** use an appropriate frame with 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 protector. Stains, soiling, fluid penetration or other signs of abuse may invalidate 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 of time, 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 with an adjustable approved mattress.
- **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 water proof mattress pad.
- **DON'T** lift your mattress by the handles (if included). Handles are designed to position the mattress only.

### 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

Please visit [serta.com](http://serta.com) for this warranty in Spanish.  
Por favor, visite [serta.com](http://serta.com) para esta garantía en español.

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.

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