

Chattam & Wells

10-Year Warranty

Non-Prorated

Warranty Information

LIMITED WARRANTY

Congratulations on the purchase of your new Chattam & Wells Sleep System! The investment you've made in your health begins tonight, with a comfortable night's sleep on a supportive mattress. All Chattam & Wells mattresses and foundations are made with the finest quality materials available. Customer satisfaction is our goal, and we backed that statement with our Manufacturer's Limited Warranty. Any lawsuit or breach of this limited warranty shall be commenced, if at all, within one (1) year of the date that the claim accrues.

WHAT IS COVERED

MATTRESS –

- Body impressions (Signatures) greater than 1-1/2" only if the mattress has been continuously supported by a foundation with slats spaced no greater than 1.5" with an appropriate frame. The frame should include a rigid center support for queen and king sets. A rigid center support is equal to a support that extends from the frame to the ground.
- Coils or wires that are loose, broken, or protruding through the mattress fabric.
- Handles that have detached from the mattress.
- Tuft Straps that have become dislodged into the mattress.

FOUNDATION-

- Splitting of the wood frame, defective, loose, or bend beams.

LIMITED WARRANTY SCHEDULE

Chattam & Wells warrants your new Chattam & Wells mattress and foundation ("product"), except for cover fabrics and corner guards, to be free from defects in material and workmanship ("defects") existing at the time of manufacture and appearing within the applicable limited warranty below. The term of the

limited warranty coverage you will receive and the fee if any, you may be charged for warranty service depends upon the specific Chattam & Wells product. PLEASE REFER TO THE NON-REMOVABLE TAG LOCATED AT THE HEAD OF YOUR MATTRESS (“LAW LABEL”) FOR THE WARRANTY SCHEDULE. The Law Label is your Product Identification record and should not be discarded. Proof of purchase is required to obtain any warranty service and will only be available to the original purchaser. N-10/10

What is not covered:

- Damage to the mattress fabric due to soiling, stains, bodily fluids or burns if considered unsanitary and will void your warranty.
- Impressions less than that of 1-1/2”. This is normal and represents the conforming of the surface to the shape of the sleeper, much like the insoles of a quality pair of shoes.
- Clearance bedding or “as is” bedding or floor models.
- Transportation costs to and from the factory for repair or replacement is the responsibility of the consumer.
- Normal wear and tear to the mattress ticking.
- When product failure is due to causes other than defective workmanship or material.
- Comfort level/preference firmness.
- Overall bed height.
- Damage to mattress due to incorrect, old, or a mismatched foundation.
- If this product is used for commercial purposes, unless specifically designed and built for commercial use.
- Corner guards.
- Missing Tufting Rosettes
- Missing Tufting Washers
- Sheer fit.
- Size variance 1.5” and under on length or width
- Any queen or king-size mattress set that is used on a frame or bed rails without proper center support and has legs that touch the floor.
- Product damage due to misuse or neglect.