

EXCLUSIVE REMEDY / OTHER LIMITATIONS

This Limited Warranty excludes any and all implied warranties on Springwall's® mattresses and foundations, including any warranties of merchantability or fitness for a particular purpose. The service terms stated in this Limited Warranty shall be the consumer's sole and exclusive remedy in the event of product failure during warranty period. Springwall shall not be liable for incidental or consequential damages arising out of the use of/or inability to use this product, or for the breach of this or any other express or implied warranty. Springwall does not warrant that this product suitable for any person's medical condition. Springwall makes no warranty beyond what is contained in this Limited Warranty.

This Limited Warranty is in addition to any statutory warranty and does not exclude or limit legal rights that you may have and shall run concurrently with applicable regional legislation. Furthermore some jurisdictions do not allow limitations on how long an implied warranty will last so the above limitations may not apply to you.

SAMPLE LAW LABEL

Under penalty of law this tag not to be removed except by the consumer
This article contains NEW MATERIAL ONLY
→ WARR - _____
This label is affixed in compliance with Federal/State Law
Made by reg. no.
Contents
Federal Requirement

Warranty Code

springwall.com

HEAD OFFICE
P.O. BOX 745
MONCTON, NB E1C 8M9
TEL: 506-532-4481

For more info please visit:
springwall.com/warranty

SPRINGWALL® LIMITED WARRANTY PERIOD

WARRANTY CODE ON LAW LABEL TAG	TOTAL LIMITED WARRANTY	PERIOD FOR N/C* REPAIR OR REPLACEMENT	REPAIR OR REPLACEMENT CHARGE* AFTER NO CHARGE PERIOD
AA	20	20	N/A
AB	20	15	1/20 OF DEALER RETAIL PRICE TIMES NUMBER OF YEARS IN USE
AC	20	10	1/20 OF DEALER RETAIL PRICE TIMES NUMBER OF YEARS IN USE
AD	20	5	1/20 OF DEALER RETAIL PRICE TIMES NUMBER OF YEARS IN USE
BC	15	10	1/15 OF DEALER RETAIL PRICE TIMES NUMBER OF YEARS IN USE
BD	15	5	1/15 OF DEALER RETAIL PRICE TIMES NUMBER OF YEARS IN USE
CC	10	10	N/A
CD	10	5	1/10 OF DEALER RETAIL PRICE TIMES NUMBER OF YEARS IN USE
CE	10	3	1/10 OF DEALER RETAIL PRICE TIMES NUMBER OF YEARS IN USE
CF	10	2	1/10 OF DEALER RETAIL PRICE TIMES NUMBER OF YEARS IN USE
CG	10	1	1/10 OF DEALER RETAIL PRICE TIMES NUMBER OF YEARS IN USE
DF	5	2	1/5 OF DEALER RETAIL PRICE TIMES NUMBER OF YEARS IN USE
DG	5	1	1/5 OF DEALER RETAIL PRICE TIMES NUMBER OF YEARS IN USE
FG	2	1	1/2 OF DEALER RETAIL PRICE TIMES NUMBER OF YEARS IN USE
GH	1	0	REFER TO SALES CONTACT
MM	90 DAYS	0	REFER TO SALES CONTACT
OTHER CODES			REFER TO SALES CONTACT

*exclusive of transportation costs

MATTRESS WARRANTY

The mattress only warranty period is the same as the sleep set warranty period from the date of purchase of a Springwall mattress when purchased without a matching foundation, provided the bed base and/or foundation used is at least equivalent to a Springwall foundation. If any foundation used in lieu of the proper matching one is the cause or contributes to the defect; the warranty is null and void.

INSTITUTIONAL AND COMMERCIAL

Springwall Sleep Products used in institutional or commercial applications are not specifically designed for this purpose and are not covered under this warranty. Commercial and institutional products sold direct to the business/institution will have the proper corresponding law label and warranty code affixed.



Warranty & Product Information

springwall.com

QUALITY, RELIABILITY & DEPENDABILITY

Congratulations on buying a quality Springwall Sleep System. Springwall is dedicated to providing the highest quality sleep products. Our objective is to assure you of optimum support, personal comfort and a healthy night's sleep. Thanks to our Quality Control Process you can feel confident that your Springwall sleep set will provide restful sleep for years to come. With simple care, your new sleep system will give you many years of healthy, comfortable sleep. Please read carefully the terms of the Limited Warranty and other information in this brochure. We recommend that you keep this warranty together with your sales receipt in a safe place.

SPRINGWALL® LIMITED WARRANTY

Springwall warrants this product to be free from defects in material and workmanship as described in this warranty (hereinafter referred to as the "Limited Warranty").

LENGTHS & CONDITIONS OF THE LIMITED WARRANTY

This Limited Warranty starts on the date of purchase. To determine the length of this warranty, refer to the product's "Law Label" code and the corresponding warranty period listed herein. If a manufacturing defect occurs during the warranty period, Springwall will repair or replace (at Springwall's option) the defective mattress and/or foundation. If replacement is required, Springwall may substitute materials of equal or higher quality if the like components are NOT available. Except for such repair or replacement; Springwall is not responsible for any transportation costs, loss of use or any other claim. NOTE: Repair or replacement of a mattress and/or foundation does not extend this Limited Warranty nor begin a new warranty period.

THE SPRINGWALL® LIMITED WARRANTY IS VALID ONLY UNDER THE FOLLOWING CIRCUMSTANCES:

1. You must be the original purchasing consumer.
2. You must provide a copy of the original store purchase receipt clearly showing the date of purchase and the purchase price.
3. You must complete the Warranty Service Request Questionnaire.

THE SPRINGWALL® LIMITED WARRANTY DOES NOT COVER THE FOLLOWING:

1. The mattress or foundation fabric covering materials
2. Normal body impressions of less than 1½" on a tight top and less than 2" on a pillow top or plush model.
3. Comfort or firmness preference of the product.
4. Bent border wire due to mishandling.
5. Mattress handles. These are only for positioning and are not designed to bear the full weight of the mattress.
6. Product that is sold/shipped outside the country.
7. Sheet fit; Springwall does not warrant that the mattress will fit a particular sheet size.
8. Transportation charges to and from the factory.
9. Compensation for loss of use.

10. Bedding Height.
11. Sleep sets sold "As is", Floor Models or Samples.
12. Products sold for commercial or institutional use.
13. Springwall or its agents shall not be liable for incidental or consequential damages which result through use of this product.
14. Normal wear and tear, a gradual depreciation of support and comfort over time from regular use.

THIS WARRANTY WILL NOT APPLY IF THE MATTRESS OR FOUNDATION IS SUBJECTED TO ABUSE OR IMPROPER CARE SUCH AS, BUT NOT LIMITED TO:

1. Inadequate support from a weak or unsuitable foundation.
2. Inadequate support from an unsuitable frame, or bed.
3. Stains, soiling, burns.
4. Excessive abuse or lack of care.
5. Upholstery compacting due to insufficient turning.
6. Use of a board between the mattress and foundation.
7. Use in an adjustable bed unless specified.
8. Any damage as a result of moving or other subsequent relocation.
9. Normal wear and tear, a gradual depreciation of support and comfort over time from regular use.

WHAT TO DO IF WARRANTY SERVICE IS CONSIDERED:

1. Contact the retailer where the mattress or foundation was purchased and complete a warranty questionnaire; review with the retailer.
2. Retailer may submit warranty questionnaire to Springwall for review, on your behalf.
4. Springwall product label and law label must be intact, and remain affixed to the bedding.
5. Do not return mattress or a foundation (for repair) without specific instructions from an authorized Springwall representative or authorized retailer.

CARE FOR YOUR NEW SLEEP SET

1. **BODY IMPRESSIONS:** The materials used in this mattress are designed to conform to your body's individual contours. Normal settling of materials is to be expected and is not structural or manufacturing defect.
2. **FOUNDATION:** Do not use a foundation other than a matching one purchased with this mattress. It is the foundation that supports the entire mattress and a structurally inferior foundation can cause the mattress to collapse and voids the warranty.
3. **FRAME SUPPORT:** A centre support is required. Double, Queen and King size sets require the use of a bed frame with a horizontal or vertical metal centre support and leg support. (see 1.2)
4. **MOVING:** Do not bend, fold or stand your mattress as internal damage may result. Do not stand or jump on the mattress. It is not built for that kind of weight concentration. By carrying a mattress on its side, it is less likely to get damaged. It should be stored flat. Should your mattress have handles; they are to be used for positioning only. They are not designed for carrying or lifting.

IMPORTANT CARE INSTRUCTIONS

The mattress must be continuously supported by a matching (or equivalent) foundation and used with an appropriate frame with centre and leg support. A bed requires a minimum of 5 cross slats (1" X 4") with 3 concentrated in the centre third for double, queen and king sizes as well as longitudinal central beam with a centre leg support.

HOW TO CARE FOR THE MATTRESS

1. Rotate the mattress every month (as shown below 1.1) for the first 6 months, every 3 months thereafter.
2. Rotate foundation every 3 months.
3. Never bend an innerspring mattress.
4. Never bend a foam mattress more than 30 degrees.
5. Use a quality bed frame. To avoid structural damage and voiding of your warranty, double, queen and king size sets must also be used with a rigid centre support with a leg.
6. Do not get the mattress wet.
7. Use a mattress encasement to keep the mattress clean and healthy.
8. If you purchased a mattress only, it must be supported by an acceptable foundation or bed frame that prevents the mattress from bending/bowing.
9. Do not use an iron or excessive heat on the mattress.

1.1 - ROTATING MATTRESS



1.2 - SUITABLE FRAMES

