



THANK YOU for choosing Simmons®

Simmons® South Africa extends its gratitude for your recent purchase of a new Beautyrest sleep system. By choosing this product, you join millions globally who recognize that a high-quality mattress can significantly enhance their quality of life.

COVERAGE

WHAT IS COVERED?

This warranty covers manufacturing defects in your Simmons® mattress or foundation. Replacement of one piece does not automatically constitute the replacement of the other piece. This limited warranty is exclusively offered to the original purchaser within South Africa.

HOW LONG IS THE COVERAGE PERIOD?

The warranty coverage runs from the original date of purchase. Repair or replacement of the mattress or foundation does not extend its limited warranty period. Your warranty period is based on the original invoice date. (See chart below).

WHAT WILL SIMMONS® DO?

If your Simmons® mattress or foundation fails due to a manufacturing defect, Simmons® will, at its discretion, repair or replace the product. Simmons® reserves the right to substitute materials or models of comparable quality and does not guarantee that the fabric of the replacement will match the existing piece.

LIMITED WARRANTY CODE CHART

Model	Warranty	Guarantee	Period of Years	Calculations Of Charges For Repair Or Replacement
Select	8	2	10 years	1/10 of current retail price x no. of years
Harmony Luxe®	12	3	15 years	1/15 of current retail price x no. of years
Harmony Luxe® World Class	12	3	15 years	1/15 of current retail price x no. of years
Select Hybrid	7	3	10 years	1/10 of current retail price x no. of years

HOW CAN YOU GET SERVICE?

Contact your original Simmons® dealer. Copy of proof of date and place of purchase is required to validate this warranty. Trade labels must also be intact to identify the bedding and validate this warranty.

***Guarantee:** Should any manufacturing defect be evident within the guarantee period, the said product is either repaired or replaced at no cost to the consumer. Product found to be abused, unsanitary or damaged will NOT be replaced. The decision to repair or replace is at the discretion of Simmons® South Africa.

***Warranty:** After the guarantee has lapsed, the product is within warranty, any repair work undertaken would attract a service repair charge based on the table above. The charge is calculated based upon the industry formula.

***Current Retail Pricing/Total Guarantee + Warranty = ??? x number of years used = R ...**

The enforcing of the product's guarantee/warranty is subject to the product being in a sanitary condition/free of stains.

MATTRESS CARE

The following care instructions will help preserve the warranty rights:

DO:

- Rotate your mattress end to end regularly. This will help to equalise the compaction of the upholstery materials. The materials used in this mattress are designed to conform to your body and therefore body impressions of up to 40mm are not considered a structural defect.
- Use a firm supportive foundation. We recommend a new matching Simmons® foundation or other firm, supportive foundation. An old foundation unit may not provide sufficient support. It may appear that your mattress is sagging when the problem may be due to a non-supportive foundation.
- For Queen and King size sets, use foundations that support head, foot and sides as well as having a rigid center support. By not providing a sufficient supportive frame, damage can occur to the product and your warranty will be invalid.
- Use a quilted mattress protector pad on your mattress at all times to avoid stains. Soilage and unhygienic conditions WILL negate the warranty.
- Wrap your mattress when moving it and carry it on its side.

DO NOT:

- Remove the trade labels. These labels serve as a means of identification to establish your warranty rights.
- Bend or fold, stand or jump on product as damage can occur.
- Use dry cleaning fluid on your mattress, it will damage some of the materials used.
- Smoke in bed or place product near open flame. This mattress is manufactured to resist but not necessarily eliminate ignition when exposed to open flame.

LIMITED WARRANTY

THE SIMMONS® WARRANTY COVERS ONLY THE FOLLOWING ITEMS DURING NORMAL WEAR:

MATTRESS:

- Wires that are loose, broken or protruding through fabric
- Sagging, only if the mattress has been continuously supported by a matching foundation (or equivalent) and used with an appropriate frame and centre support, or a minimum of 12 cross slats with 3 concentrated in the centre third for queen and king sets
- Body impressions greater than 40mm depth

FOUNDATION:

- Splitting of the wood frame
- Loose, bent or defective wood beams

THE SIMMONS® WARRANTY DOES NOT COVER ITEMS SUCH AS BUT NOT LIMITED TO:

- Bedding sold "as is"
- Bedding height
- Bent perimeter due to moving or bending of the sleep set
- Replacement of another piece in the sleep set, unless it is also defective
- Normal body impressions of up to 40mm
- Damage of the mattress or foundation due to abuse
- Sheet fit
- Mattress damage due to inappropriate foundation
- Comfort preference
- Any fabric protector additive applied after manufacture nullifies this warranty
- Mattress or foundation ticking, stitching pulling loose after 4 months of purchase or cloth handles
- Damage caused by continual use of an electric blanket, as the high temperature will cause the fillings and fibres in the upholstery layers to compress or flatten
- Damages due to abuse: bending, torn or scuffed fabric, burns, splintered wood, unsanitary
- Mattresses with no labels
- Firmness preferences - which may lead to medical conditions
- Products sold as floor models
- Products subjected to weights in excess of its design limits
- Normal wear and tear due to product quality and its intended use
- Any damage incurred during transport by dealer/transporter to private owner
- Transportation or inspection costs after free warranty period has expired

SIMMONS® MATTRESS CARE INSTRUCTIONS:

Body impressions of up to 40mm are a normal characteristic of premium bedding and indicate that the comfort level is conforming to your body. These are not considered a manufacturing defect. To help equalise these impressions, please rotate your mattress end to end as part of the maintenance of the product.

NB: To ensure maximum comfort and durability please adhere to the above recommendations. Should one not do so the mattress will tend to form deeper body impressions than normal and in the extreme, would cause the mattress to fail.

EASY STEPS FOR ROTATING A MATTRESS:

Rotate your new mattress end to end every two weeks for the first few months, then rotate once every month or as needed. To avoid damage to the mattress or the risk of personal injury do not attempt to rotate the mattress by yourself!

SIMMONS® POPIA DISCLAIMER

We respect your right to privacy and therefore aim to ensure that we comply with the legal requirement of the POPIA which regulates the manner in which we collect, process, store, share and destroy any personal information which you have provided to us.



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Over 140 Years Of Introducing Technology For Better Sleep

For warranty assistance, contact your original Authorised Dealer, or Simmons® Consumer Service tel: 032 437 5700 www.simmons.co.za info@simmons.co.za