



Sealy® mattresses are designed to deliver the perfect blend of comfort and support at a great value.

Every mattress is designed and assembled right here in the USA with quality materials so you can rest assured knowing your Sealy® will feel good for years to come.

Questions?

Please contact our customer support team:

Email: CustomerRelations@tempursealy.com

Phone: 1-877-533-8153 9am-5pm EST

10-year Limited Warranty

Length of Warranty:

The warranty commences on the date which the mattress was purchased and remains effective according to the terms and conditions defined below. The warranty applies to the original purchaser and further defines the mattress as being free from defects in workmanship and materials for a period of ten years. If a warranted defect is found within the first ten years from the date of purchase, the mattress will be replaced, subject to inspection.

Warranty Coverage:

The following items are warranted during normal use. Mattresses may contain materials and options that are generally referred to below, of which not all materials and coverage may apply if they are not present in your specific mattress. All mattresses must be supported by a solid foundation, typically a box spring or platform with a frame in order for the warranty to be valid. Foundation is not included with the mattress.

The following items are warranted during normal use:

- *Compression Set*: permanent body indentations of ¾" or greater for memory foam mattresses, and 1.5" or greater for innerspring or hybrid mattresses.
- *iCoils*: independent coils, which are loose, broken, or have compromised the mattress fabric.

The following items are **NOT** covered by the warranty. *It is the purchaser's responsibility to inspect and examine the mattress within 15 days of purchasing.*

- Incidental damages
- Other costs: freight, duties, taxes, delivery services
- Abuse
- Damage from chlorinated products and exposure
- Yellowing of foam from exposure to light
- Mattress fabric
- Body indentations less than ¾" (memory foam) or 1.5" (innerspring/hybrid)

- Structural damage from moving or transporting the materials
- Structural damage due to use with improper foundations and other support systems
- Profile: overall finished height
- Accessories: sheets, linens, etc.
- Change in personal comfort preference in addition to general softening of materials over time

Claims Process:

If an approved material or manufacturing defect occurs within the warranty period, the defective item will be replaced. If a claim is authorized and identical materials are not available, we reserve the right to substitute materials that are of equal or higher value.

To file a claim, please first contact us via email or phone to open a case. You will receive a confirmation via email or phone on how to proceed. Depending on the nature of the claim, our representative may require additional information or product images for further evaluation. Any damages done to the product in preparation for filing the claim, and prior to receiving your claim number and confirmation from our customer service representative will void your claim.

To properly file a claim within the warranty period, the following are required:

- The claim must be filed by the original purchaser, no transferability is authorized
- A form of payment confirmation indicating the purchase price and purchase date within the warranty period
- The law label from the defective product
- Contact and shipping information

Your new mattress is flame retardant and 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. Sealy® mattress fabric does not contain any flame retardant chemicals.

Q&A

SLEEP BETTER TONIGHT

How do I care for my new mattress?

You can spot clean your mattress. The cover is not intended to be removed or washed. If you are trying to remove a stain, dampen a cloth (do not saturate) with a mixture of water and delicate-friendly detergent. Gently scrub the spot and allow to air dry.

What do I need to know about memory foam?

Your new mattress was proudly assembled in the USA using premium materials, including memory foam. Whether you've never slept on memory foam before or are a seasoned pro, here are a few things to consider:

Just as with a new car or piece of furniture, you may notice a fresh foam scent after opening. This is normal and will dissipate - typically during the first week. After unpacking your mattress, immediately discard any wrapping materials. Allow the mattress to "air out" in a well ventilated area for 24 to 72 hours.

In addition, as memory foam is continually exposed to air over time, it may change color slightly due to natural oxidation. This is completely normal and does not indicate a problem or a loss of comfort or performance.

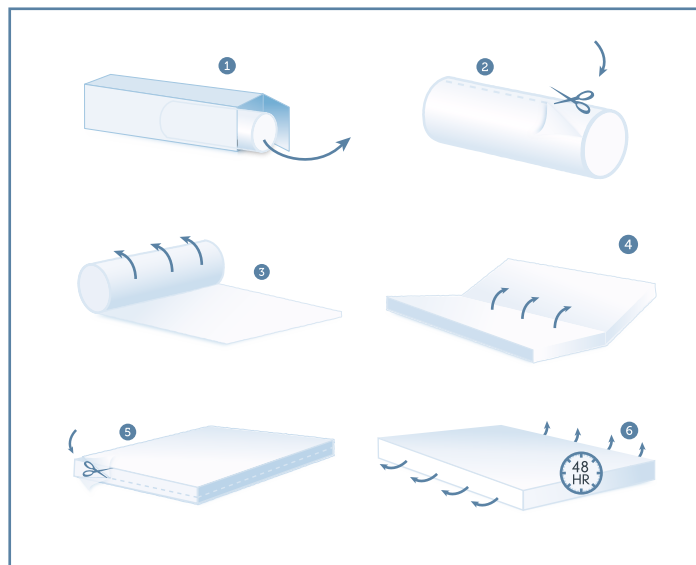
My new memory foam mattress feels a bit hard and I'm having trouble getting comfortable.

Memory foam is sensitive to temperature changes. If you purchased your memory foam product during colder months, you may want to give it time to reach room temperature before using it.

Comfort is subjective, and while many feel comfortable right away, others may need a few weeks for their body to adjust so they can truly appreciate the comfort and support of memory foam. Give your new mattress a little time and we are confident a better night's sleep is on the horizon.

Mattress unpacking instructions

- 1 Lay the box on its side and remove the mattress from the protective box packaging. Recycle the box.
- 2 Place the mattress onto the surface on which it will be used. With a pair of scissors, NOT a knife or razor blade, carefully cut the outer plastic bag from end to end, making sure not to puncture the clear inner plastic compression bag.
- 3 Cut any taped sections that prohibit unrolling of the mattress, then unroll the mattress to as flat of a position as possible.
- 4 If applicable, unfold the mattress flat.
- 5 With scissors, NOT a knife or razor blades, carefully cut along the edges of the clear plastic compression bag, making sure not to cut the cover of your new mattress. Your mattress will immediately begin decompressing. Remove the bag.
- 6 Your mattress is now ready to use, but please consider that it may take UP TO 48 hours to completely recover to its original size, depending on the model type.



QUALITY YOU CAN TRUST SINCE 1881