

## Southerland Limited Warranty Guidelines

Thank you for purchasing your new Southerland sleep set. You can rest assured knowing that every Southerland product goes through a multi-step quality assurance program during the manufacturing process in order to reduce any possibilities that you will ever experience a problem. Our goal is to provide you with the highest quality, durability, and comfort available today in the mattress industry. At Southerland, we have been ***Making it Right*** since 1893.

Please take a few moments to read and understand your limited warranty before you register your products. This process will only take a few minutes, and it will insure that you have trouble free assistance should you ever need to contact us, or your dealer.

### Conditions of Limited Warranty

Because we believe in the design, quality, and craftsmanship of all of our Southerland products, your purchase comes with a Limited Warranty against manufacturing defects in workmanship or materials as described here. Only defects in materials and workmanship are covered by corrective repair or replacement as specified in this Southerland limited warranty. If you observe a defect, please contact the Southerland dealer where you purchased your product(s). If the dealer cannot be reached, or is no longer in business, please contact **Southerland Customer Service at (800) 443-1183**. In either case, you must within the duration of this warranty, provide the original law tags, your dated proof of purchase, and you must be the original purchaser of the product(s).

If your Southerland product is determined to be defective in workmanship or materials, your mattress and/or foundation will be repaired or replaced (at our option) with charges as shown on the Southerland Warranty Schedule, and will be exclusive of transportation or in-home inspection costs. The approval of corrective repairs or replacement must be given by an authorized Southerland representative. If purchased as a set, remedial action on the mattress or foundation does not automatically extend to the other piece. If your Southerland product is discontinued or is no longer available, a current model of comparable quality and value will be selected. If identical materials are not available at the time of repair or replacement, Southerland reserves the right to substitute materials of comparable quality. All other claims including incidental or consequential damages are precluded.

Any and all implied warranties on this product shall not exceed in duration the term of this limited warranty. The warranty begins on the day you purchase your Southerland sleep product(s). If your product is repaired or replaced, the limited warranty is not renewed or extended. Please refer to the warranty schedule to determine the length of your warranty.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply. This warranty gives you specific legal rights. You may also have other rights, which vary from state to state. Please refer to the Do's and Don'ts of Bedding Care section for proper care of your sleep product(s) to avoid invalidating your warranty.

## Do's and Don't of Bedding Care

- DO rotate your mattress 180° as needed. This will promote even wear over the years.
- DO use a sturdy bedframe. Queen and King Size beds must have a center support leg that extends to the floor. When used with a headboard and footboard, you are required to have a minimum of 3 steel or hardwood slats with leg extensions to the floor on each slat.



- DO let your new sleep set “air” after being removed from the plastic bag. Be sure to safely discard the plastic bag so that children and pets don’t get entangled and suffocate.
- DO keep your bedding products clean and use a mattress pad or protector to insure a sanitary sleep surface. Stains, soil or signs of abuse will void your warranty.
- DO replace your foundation when buying a new mattress to insure proper support and comfort.
- DO carry your mattress upright and on its side. It is easier to carry and less likely to damage the mattress. If you need to store your mattress, please store it flat.
- DO promptly dispose of old mattresses to avoid any fire hazards.
- DON'T remove the Law Tag on your product, as this has the information necessary to validate your warranty. Products without a Law Tag are not covered by the Southerland Warranty.
- DON'T allow children to jump on the mattress. This can cause internal damage to the sleep system and could lead to injury of the child.
- DON'T bend your new mattress. If your mattress has border rods, it is not designed for bending. If you have an all foam mattress, these types are more flexible. Unless your mattress was specifically designed for use with an Adjustable Base, your mattress should not be bent. Consult your dealer for more information.
- DON'T use cleaning fluids on your new mattress. The chemicals and harsh solutions can damage the materials inside and may cause a stain which would void your warranty.
- DON'T allow your mattress to get wet. ANY liquids can damage upholstery layers and cause them to break down and compress. Moisture will create stains which will void your warranty.
- DON'T place a board under your mattress. If your mattress is not comfortable anymore, it's time to replace it.

## Warranty Coverage Detail

The Southerland warranty covers only the following items during normal wear:

### MATTRESS

- Sagging or Body Impressions that measure greater than 1 ½", only if the mattress has been continuously supported by a matching foundation (or equivalent) and used with an appropriate bed frame with rigid center support leg(s), or a headboard and footboard with a minimum of 3 steel or hardwood cross slats with a center support(s) that extend to the floor.
- Wires that are protruding through the fabric or loose/broken wires or coils

### FOUNDATION

- Sagging, but only when continuously supported with an appropriate bed frame with rigid center support leg(s) or a headboard and footboard with a minimum of 3 steel or hardwood cross slats with a center support(s) that extend to the floor.
- Loose or broken support elements
- Loose or broken grid top
- Splitting of the wood frame

The Southerland warranty does NOT cover items that are not expressly listed in the warranty coverage section above. Such as, but not limited to:

- Transportation costs
- Home inspection costs
- Bedding used in hotels, motels, or institutional facilities (unless code identifies Contract use)
- Bedding sold "As Is" or Floor Samples
- Bedding purchased from "Second Hand" parties or "Non-Retail" establishments
- Bedding received as a promotional item or gift
- Bedding height
- Comfort preference
- Corner guards
- Body Impressions or sagging of less than 1 ½"
- Damage due to misuse or abuse
- Damage due to inappropriate foundation or when an incorrect bed frame or support system is used
- Sheets fitting
- Mattress fabric, including stains, soil, fluid penetration, or burns

### IMPORTANT INFORMATION

Southerland reserves the right to refuse service and invalidate the warranty when the sleep set, even if defective, is in unsanitary condition. This can be from, but not limited to: bodily fluids or soiling, infestation or other abuse, or when the sleep set has evidence of damage from liquid penetration, cleaning or other use of cleaning fluids, or whenever the product failure is caused by factors other than defective materials and workmanship.

Allowing your sleep set to be in an unsanitary condition will damage the product and invalidate your warranty. For the health and safety of anyone who would be required to handle or inspect your sleep products, Southerland may refuse to inspect such products to assess whether they are covered by the warranty. If this is the case, Southerland reserves the right to deny warranty coverage.

The use of cleaning fluids may damage the product. Allowing fluids to penetrate the fabric and upholstery layers may lead them to deteriorate, break down or compress, and will invalidate your warranty. Southerland reserves the right to deny warranty coverage if the sleep set shows signs of stains or soiling of unknown origin, or may be in an unsanitary condition, or may have been damaged by liquid penetration.

## Law Tag Sample

<b>UNDER PENALTY OF LAW THIS TAG NOT TO BE REMOVED EXCEPT BY CONSUMER</b>	
<b>ALL NEW MATERIAL CONSISTING OF</b>	
LATEX FOAM	52%
POLYURETHANE FOAM	43%
VISCO ELASTIC FOAM	13%
REGISTRATION NO CT0005793 TN	
Certification is made by manufacturer that the materials in this article are described in accordance with law	
MADE-BY	Southerland, Inc. 1973 Southerland Drive Nashville, TN. 37207-4423 Meets 16 CFR 1632 Standards
Finished Size: 60x80	Net Weight Filling Materials:
Date of Delivery _____	10/12/2012
5/0 S.I. DEVOTION	
	
ITEM ID: YS1DEV6080TL	S/N: 18401619
 BH: 8	UC: SWA 10/11/12 04:45:12

Attached to every Southerland sleep product is a law tag describing the details of your product, and the date and location it was manufactured. The law tag should always remain on your product to validate your warranty. The law tag also lists your warranty code. This code validates the length of your limited warranty period and can be matched up to the Southerland Warranty Schedule. If your item ID is preceded with an "S", and/or the item has a red sticker, and/or contains signatures, and/or is marked "floor sample", your item was manufactured as a retail floor sample. Floor samples are not covered by the limited warranty.

# Southerland Warranty Schedule

The Southerland limited warranty provides both a non-prorated and prorated period of coverage depending on the product. Please refer to the schedule below to determine your total limited warranty period. This warranty is only for products that have one of the codes listed below. If you have a product that does not have a warranty code listed, or if you have questions about your warranty please contact **Southerland Customer Service at (800) 443-1183.**

Warranty Code	Total Warranty (In Years)	Non-Prorated (In Years)	Prorated (In Years)	Proration Schedule
SWA	1	0	1	Not Applicable
SWB	2	0	2	Not Applicable
SWC	3	0	3	Not Applicable
SWD	4	0	4	Not Applicable
SWE	5	0	5	Not Applicable
SWF	6	0	6	Not Applicable
SWG	7	0	7	Not Applicable
SWH	8	0	8	Not Applicable
SWI	9	0	9	Not Applicable
SWJ	10	0	10	Not Applicable
SWK	11	0	11	Not Applicable
SWL	12	0	12	Not Applicable
SWM	13	0	13	Not Applicable
SWN	14	0	14	Not Applicable
SWO	15	0	15	Not Applicable
SWP	16	0	16	Not Applicable
SWQ	17	0	17	Not Applicable
SWR	18	0	18	Not Applicable
SWS	19	0	19	Not Applicable
SWT	20	0	20	Not Applicable
SWU	25	15	10	1/25 of Dealer Retail Price times number of years