

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 to minimize the possibility 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.

Before you register your products at <https://www.southerlandsleep.com/registration>, please take a few moments to read and understand your limited warranty. This process will only take a few minutes, and it will ensure 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 by one of the following:

- Phone: (800) 443-1183
- Email: customerservice@southerlandsleep.com
- Website: <https://www.southerlandsleep.com/warranty-claim>

In either case, you must provide the original law tags and your dated proof of purchase, and you must be the original purchaser of the product(s).

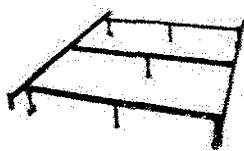
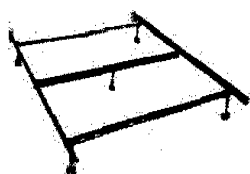
If your Southerland product is determined to be defective in workmanship or materials, your mattress and/or foundation will be repaired or replaced (at our option) with charges as shown on the Southerland Warranty Schedule and **will** be exclusive of transportation or in-home inspection costs. The approval 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 that of the date or the original purchase. Please refer to the Southerland Warranty Schedule and your product Law Tag 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. To avoid invalidating your warranty, please refer to the Do's and Don'ts of Bedding Care for proper care of your sleep product(s) provided below:

Do's and Don'ts of Bedding Care

- DO Register your mattress at <https://www.southerlandsleep.com/registration>
- 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 three (3) steel or five (5) hardwood slats with leg extensions to the floor on each slat. Use of a noncompliant bedframe will invalidate your manufacturer's warranty.



Headboard and Footboard Not Included



- DO let your new sleep set "air"¹¹ 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 carry your mattress by the handles (if included). Handles are decorative and should not be used to carry a mattress but may be used to assist in repositioning your mattress. Please do not use the handles to carry the mattress.
- 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 your mattress 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. Signs of moisture inside your mattress 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 Limited Warranty covers only the following items during normal wear:

MATTRESS

Quilted Mattresses – Innerspring, Hybrid, or All Foam Mattresses

- 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 three (3) steel or five (5) hardwood cross slats with a center support(s) that extend to the floor. The distance from the fabric surface to the decorative stitching of the quilted panel is not included in the measurement for sagging or a body impression.
- Wires that are protruding through the fabric or loose/broken wires or coils

Smooth Top or Non-Quilted Mattresses

- Sagging or Body Impressions that measure greater than 3/4", 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 three (3) steel or five (5) 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 three (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:

<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Bedding height• Comfort preference• Corner guards• Damage due to misuse or abuse• Damage due to inappropriate foundation or when an incorrect bed frame or support system is used• Mattress fabric, including stains, soil, fluid penetration, rips, tears or burns
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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 soiling of unknown origin, or may be in an unsanitary condition, or may have been damaged by liquid penetration.

Southerland Warranty Schedule

The Southerland Limited Warranty provides a non-prorated period of coverage based on the warranty code provided on the product Law Tag (See LAW TAG SAMPLE, below). Please refer to the schedule below to determine your total limited warranty period.

Warranty Code (WC)	Warranty Period (in Years)	Warranty Code (WC)	Warranty Period (in Years)
SWA	1	SWK	11
SWB	2	SWL	12
SWC	3	SWM	13
SWD	4	SWN	14
SWE	5	SWO	15
SWF	6	SWP	16
SWG	7	SWQ	17
SWH	8	SWR	18
SWI	9	SWS	19
SWJ	10	SWT	20
		SWU	25

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**.

LAW TAG SAMPLE

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

UNDER PENALTY OF LAW THIS TAG NOT TO BE REMOVED EXCEPT BY CONSUMER	
ALL NEW MATERIAL CONSISTING OF	
POLYURETHANE FOAM	56%
POLYURETHANE FOAM W INFUSED	
GEL	21%
LATEX FOAM	21%
POLYESTER FIBER	2%
REG. NO. CT0005793 TN	
Certification is made by manufacturer that the materials in this article are described in accordance with law	
MADE-BY	Southerland, Inc. 6050 Dana Way Antioch, TN 37013 Meets 16 CFR 1632/1633 STDS
Finished Size: 60x80	Net Weight Filling Materials:
Date of Delivery _____	
07/09/2024	
ELITE FOAM ULT PL BT 5/0	
	
ITEM ID: Z4HEF3LP816080	S/N: 41
	BH: BOX
WC: SWL	
07/09/24 03:44:23	
*** BOX ASSEMBLY ***	