



**WARRANTY**

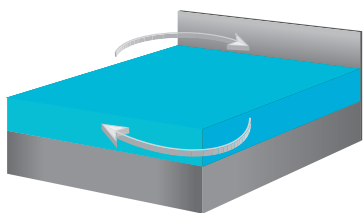
# Congratulations!

You have just purchased a quality iDream sleep set. To improve the life of your new bed and be more satisfied with its overall performance, please remember the following points:

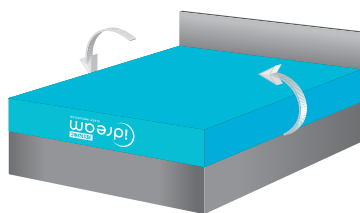
We recommend that you rotate your new iDream mattress from head to toe, once a month to provide the most uniform support to your sleep set; the diagram below provides you with easy-to-follow instructions.

For rotating or turnable mattresses, ensure that you rotate and flip your mattress on alternate months.

**Month 1 & 3:  
ROTATE ALL NEVER TURN  
MATTRESSES**



**Month 2 & 4:  
FLIP TURNABLE  
MATTRESSES ONLY**



Body impressions on your mattress indicate that the comfort layers are compressing and conforming to your body's individual contours. Impressions of up to  $\pm 4\text{cm}$  are perfectly normal and should not be confused with sagging. It does not indicate a structural defect but rather that the mattress is becoming more suitable to you.

This is a completely normal occurrence. To equalize these contours it is important to rotate your mattress as indicated in the appropriate illustration.

These slight impressions are going to be more noticeable on queen and king size mattresses.



Body impressions are a natural occurrence in all mattresses



Sagging is a result of damage to the mattress or foundation which results in a marked depression

## YOUR GUARANTEE

- » iDream products can carry a service warranty and guarantee.
- » This does not extend to normal wear and tear, or damage caused by abuse, misuse or negligence.
- » If the company is satisfied that the materials or workmanship is faulty, it will repair or replace the product at its option.

The company reserves the right to substitute material of equal quality on the particular items being repaired or replaced if identical materials are not available at the time of repair or replacement.

The company reserves the right not to handle items for repair if, in its opinion, they are in an unsanitary condition.

In the event that service is required, contact your nearest iDream retailer and ensure you have your original proof of purchase document as this will be required to validate your claim. Only the faulty item will be exchanged in the sleep set. The warranty is not renewed from the date of repair or replacement but remains effective from the date of purchase.

The cost of the repair or replacement will be borne by iDream during the guarantee period. Thereafter, in line with the bedding industry standard, costs will be borne by the customer, on a pro-rata basis for the remainder of the service warranty period. Transport cost, if any, are specifically excluded.

Do not attempt to turn the mattress by yourself, bigger sizes are heavy and this could cause personal injury or damage to your mattress.

This guarantee covers product failure that is due to defective workmanship or defective materials only, and does not apply to:

- Mattress or foundation damage due to abuse (bent border wire; jumping on, walking on or bending the product).
- Comfort preference or suitability for any persons specific medical condition.
- iDream reserves the right to refuse services when upon inspection, the product is found to be dirty, stained, burnt, soiled, infested with insects or in an unsanitary condition.
- Normal body impression (see maintenance instructions).
- Firmness preference of the product.
- Torn, scuffed or fuzzed fabric.
- Merchandise sold 'as-is', 'distressed', 'shop soiled' or 'floor model'.
- Merchandise subjected to weight in excess of its design limits.
- Merchandise used for purposes other than that of which it is constructed.
- iDream shall not be liable for incidental or consequential damages, which result through the use of this product.

For protection against dust during transport of your new base or mattress, it has been sealed in plastic. This may cause a slight odour when removed. This will however disappear after the mattress has been removed from the cover and aired.

Before considering purchasing a mattress separately, please ascertain that your base or frame is in good condition and suited to the mattress you wish to purchase. 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.

Never attempt to clean your mattress with chemical detergents or cleaners, but rather protect your mattress with an under-blanket or mattress protector. At all times avoid stains. Soilage can negate the warranty.

Never allow the mattress to get wet. Should your mattress be found to be in an unsanitary condition, iDream reserves the right to refuse service.

Pictures of the product, and the fault thereof, might be requested by the representative to assist in dealing with your complaint in a timely matter.

## Please take note of the following important points

- » Due to the technologically advanced foams and fibres used in today's mattresses, you may notice comfort impressions on the mattress surface.
- » These impressions are perfectly normal and should not be confused with sagging.
- » Comfort impressions are not a structural defect and should not be considered as a sign that there is something wrong with the mattress.
- » Rotating your mattress will help to smooth out the impressions.
- » Comfort impressions of up to 4cm are a normal occurrence and show that the mattress is doing exactly what it is designed to do by contouring to the individual shape of your body.
- » The manufacturer will only accept a Guarantee or Warranty claim provided that a copy of the original proof of purchase (sales invoice) is provided.
- » No authorisation will be given unless, at the very least, photos of the products have been received.
- » Stitching on all products are only valid for 4 months after initial date of purchase or exchange.
- » Any fabric protection additive applied after manufacturing, voids the Guarantee and Warranty.
- » iDream advises that a waterproof mattress protector be used in conjunction with your new mattress.



### WARNING

Protect the cover of your mattress. It is not covered by our limited warranty.

- \* **DO NOT SMOKE IN BED**
- \* **DO NOT APPLY HEAT**
- \* **DO NOT IRON ON TOP OF THE MATTRESS**
- \* **DO NOT BEND YOUR MATTRESS AS THIS MAY CAUSE DAMAGE TO THE INNERSPRING UNIT. RATHER FLEX THAN BEND THE MATTRESS WHEN GOING THROUGH DOORWAYS AND DON'T BEND THE CORNERS WHEN PUTTING ON FITTED SHEETS.**
- \* **DO NOT STAND OR JUMP ON YOUR MATTRESS. IT WAS NOT BUILT FOR THAT KIND OF WEIGHT CONCENTRATION OR ABUSE.**

## WARRANTY REGISTRATION

Follow these easy steps to register your product online **within 14 days** of the purchase to confirm your warranty:

- Simply scan this code or visit [www.idreambeds.com/product-registration/](http://www.idreambeds.com/product-registration/)
- Complete the short registration form and submit

