

Guarantee

In the unlikely event of a defect in material or workmanship occurring within the 5 year guarantee period, we will arrange to repair or replace the item under complaint free of charge at our discretion. The guarantee will continue from the original date of purchase.

Any claims made under this guarantee must be made initially through the retailer from whom the product was purchased.

We cannot enter into any discussion with the purchaser until the retailer has inspected any alleged complaint and judged justified or otherwise. On receipt of the retailers' report, we will take whatever action is necessary under the terms of the guarantee.

Sealy reserve the right to refuse service with any defect if:

1. The defect is due to causes other than faulty materials or workmanship.
2. The item is soiled and in an insanitary condition.
3. Any of our Terms and Conditions are not abided to in full.

When repairing or replacing items under the guarantee, we reserve the right to substitute products or materials should the original no longer be available and cannot undertake to match items not under complaint. This does not affect the purchaser's statutory rights.

Guarantee applicable on purchases made from 2nd April 2019.

Terms & Conditions

Terms and Conditions of your Full Manufacturers Guarantee.

Should any of these terms not be abided to, we reserve the right to refuse service.

If you wish to make a claim under the guarantee please check the conditions relating to your specific product. You must be able to provide proof of purchase to be able to register a claim. Your purchase must have been made through an authorised retailer of Sealy products within the UK and Republic of Ireland.

1. Our mattresses should not be rolled or bent – this could distort the spring system which in turn may affect the upholstery layers. This applies on delivery and if you need to move the mattress from room to room or house to house.
2. Please do not attempt to modify alter or adapt your mattress, bed or headboard as this will invalidate your guarantee.
3. All Sealy products must have been used in accordance with the care instructions, including being turned and rotated 'head-to-toe' if double sided or rotated 'head-to-toe' if single sided, to help with settling the cushioning layers.
4. Single sided mattresses should only ever be used on the sleeping surface intended. Under no circumstance should the underside of the mattress be used as a sleeping surface.

5. Sealy reserve the right to substitute products or materials should the original no longer be available and cannot undertake to match items not under complaint. This does not affect the purchaser's statutory rights.
6. The mattress should not be used without bed linen and we recommend that you use a breathable mattress protector from new to maintain your mattress.
7. The mattress must be used with a suitable base – one which will provide suitable adequate support e.g. with slatted bed frames the slat widths should be 10cm and the gap between them no more than 7.5 cm.
8. The weight tolerance of 7kg on the small drawers, 15kg on the standard drawer and 40kg on ottoman beds has not been exceeded.
9. We will be unable to accept a claim if the product has been subjected to unfair wear and tear.
10. We are unable to accept items that are soiled or unhygienic.
11. This guarantee does not cover accidental damage and only covers defects in manufacture, materials or workmanship.
12. We may choose to instruct an independent third party specialist to carry out an in home assessment of your product and claim to assist in our decision making.
13. This guarantee only applies to Sealy products that have been purchased from an authorised retailer in the UK and Republic of Ireland.
14. This guarantee only applies to domestic products that have been purchased and used in a domestic setting. This guarantee does not apply to commercial products or premises.
15. This guarantee applies only to the original purchaser and can't be transferred to anyone else if you decide to sell your Sealy product within the guarantee period.
16. This guarantee is a manufacturer's guarantee and as such we are unable to offer any refunds.
17. This guarantee is a manufacturer's guarantee and is limited to repair or replacement at our discretion. You may have additional rights under the Consumer Rights Act 2015 with your retailer. If you purchased directly from Sealy then your claim would be dealt with by us. It is usual for your retailer to deal with your claim in at least the first year after purchase, so always check with them first.
18. All our mattresses are hand made to metric dimensions, meaning they will naturally vary a little in size. Sealy allow a +/- 2cm tolerance.
19. This guarantee does not affect your consumer rights.