



## Mattress Guarantee Information

Below you will find our Mattress Guarantee Information. We encourage you to read and understand these terms as these govern our commitment to you with regards to your consumer rights. This is intended for Australian residents only and does not apply to viewers outside of Australia.

Officially, we are Sherman Australia Pty Ltd T/A Sherman (ABN 38 631 087 584), but we refer to ourselves in the following as "We" and "Us" and we refer to our property, rights and obligations as "Our" or "Ours". We talk about you, our customers and viewers as "You".

### Introduction

Sherman specialises in manufacturing quality beds designed for healthy sleep. Please understand that it can take up to 30 days for your body to adjust to the feel and support of a new mattress.

For assistance please contact:

Sherman Customer Care

Ph: 1300 982 325

Email: [hello@sherman.com.au](mailto:hello@sherman.com.au)

### Original Purchaser Only

Sherman offers a guarantee for the benefit of the original purchaser of the product only and is not transferable.

### Length & Conditions Of Guarantee

Your guarantee protects you from the day you receive your purchase and continues according to the details on the law tag. This tag is sewn into the underside of the mattress and must not be removed. In the event that we repair or replace your mattress, this guarantee continues your protection from the original date of receipt. You must keep your purchase receipt for the duration of the guarantee.

Sherman will repair (or replace, or refund at Sherman's option) without charge to the original purchaser, any manufacturing fault (as defined). Sherman reserves the right to refuse service when the product is found, upon inspection, to be in an unsanitary or dirty condition or when the product failure is due to other causes other than defective workmanship or materials ie: edges damaged, mattress material tampered with, punctured, ripped or slashed.

Where there is a manufacturing fault, transport charges will be met by Sherman within Australia only.

Continued.

Sherman Mattress Guarantee cont.

Sherman reserves the right to charge an up-front call out fee prior to an inspection taking place at any stage during the life of the mattress. This fee will be fully refunded should a manufacturing fault be discovered.

### **Availability Of Identical Materials**

If an identical product is not available at the time of repair or replacement, Sherman reserves the manufacturer's right to substitute with a product of equal quality. Identical products to the original purchase cannot be guaranteed; however, the closest available match will always be attempted.

### **This Guarantee Covers**

This guarantee covers the following specific manufacturing faults under conditions of normal wear:

- Coils in the mattress spring unit that are loose or broken
- Coils in the mattress spring unit that protrude or tear through any fabric

### **This Guarantee Does Not Cover**

- Mattress fabric (including stains, soiling, burns, holes or pilling)
- Normal body indentations (less than 50mm)
- Spring Unit Support Frames that run along the perimeter of the mattress bent due to moving or folding the mattress
- Bedding sold by us or another retailer sold in 'as-is" or used condition
- Comfort preference
- Mattress height
- Sheet fit
- New mattress smell; this is unavoidable in any new mattress
- Mattress damage due to an inappropriate foundation (your slat base must conform to the Australian manufacturing standards)
- Minor manufacturing anomalies that do not impact the performance of the mattress (eg: mis-stitching on quilting)
- Damage due to abuse