

“Sleep is the single most effective thing we can do to reset our brain and body health each day.” –Matthew Walker

## MANUFACTURER’S WARRANTY & GUIDELINES

Please review our warranty policy and care guidelines to ensure your full satisfaction with our products and understanding of how to care for it as well as, it’s warranty coverage.

## WHAT TO EXPECT

**Mattress Dimensions:** Due to differences in materials and construction, mattress dimensions can vary by manufacturer, with an industry standard of 1.5-inch tolerance. Miskelly Sleep mattress sizes are:

Twin: 38”x 74”

Twin XL: 38”x 80”

Full: 53”x 74”

Queen: 60”x 80”

King: 76”x 80”

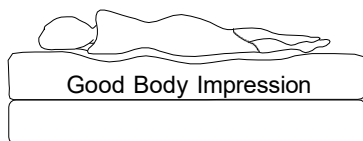
Cal. King: 72”x 84”

**Adjustment Period:** As with a new pair of shoes, after so many uncomfortable years on your old bed it may take time to get your body accustomed to your new bed and for the materials in the mattress to break in. This adjustment period typically requires from 3 to 4 weeks as your muscles and joints adjust.

**Body Impressions:** The comfort layers of a mattress naturally conform to your body and often result in impressions. These body impressions are normal and therefore do not mean the mattress is defective.

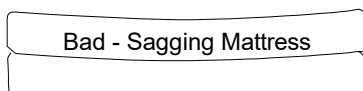
To prevent excess body impressions, you must rotate your mattress. Rotating our mattress equalizes the natural compressions that normally occur. Rotate your Miskelly Sleep mattress every three months.

### Body Impression



A “**BODY IMPRESSION**” occurs when the comfort layers of a mattress naturally settle and conform to an individual’s unique body.

### Sagging Mattress



“**SAGGING**” is often caused by improper foundation or frame support.

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**Mattress Durability and Life:** The Better Sleep Council suggests that the average effective life of a new mattress is 8-10 years. This is determined by your unique needs and preferences. The effective mattress life is based on comfort preferences and not manufacturing defects. Like a good pair of shoes, they wear in and become more comfortable over time, but eventually wear out due to no fault in their manufacture.

**Bed in Box Expansion and Smell:**

- Please allow your compressed mattress 24-72 hours to fully expand.
- Do not keep your compressed mattress boxed for longer than 4 months.
- Off-gassing may cause you to notice a 'chemical smell.' This occurs after the packing is removed and should take only a few days to clear up.

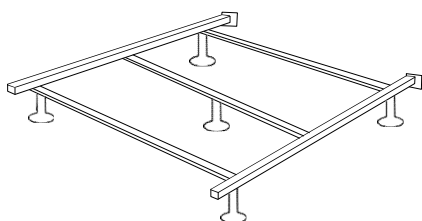
**MATTRESS CARE**

**DO NOT:**

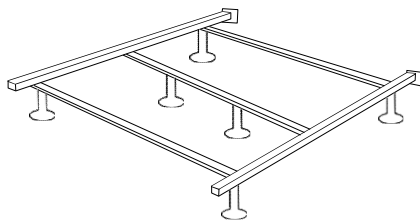
- Allow your mattress or foundation to become stained, soiled or unsanitary. This will void your warranty.
- Jump or stand on your mattress Sleep Set. Misuse of this kind could cause unnecessary damage and will void your warranty.
- Use dry cleaning type fluid on your mattress. Such chemicals can damage the components of your mattress.
- Place your mattress on any uneven surfaces.
- Smoke in bed or expose your mattress to flames of any kind.

**Proper Frame is Necessary:** A stable, supportive frame is necessary to prevent sagging. To comply with the warranty, Queen and King size beds must be on a frame that has solid center support. The Queen must have at least one center support leg, and the King must have at least two legs to ensure proper bed support. Make sure that all the legs are level.

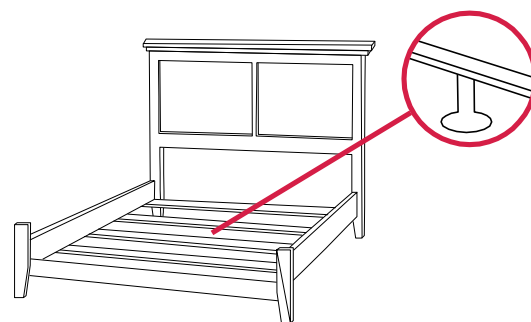
See illustrations below for detail:



Queen/King frame with one leg center support.



Queen/King frame with one two legs on center support.



A frame should have cross slats with no more than 4" spacing between them with at least 1 center support".

**Proper Foundation:** It is important to replace an existing box spring with a new model when investing in a new mattress. Using an old box spring with a new mattress has three disadvantages:

- The new mattress may feel different once it is set up at home.
- The old box spring may not have the proper support and will thus negatively affect the feel of the new mattress.
- The old box spring may cause the new mattress to sag or wear more quickly.

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**Move Mattress Correctly:** Do NOT fold, bend, or curl your mattress. Damages inflicted while improperly moving your mattress voids your warranty.

## **WARRANTY**

### **MISKELLY SLEEP MATTRESS LIMITED NON-PRORATED WARRANTY**

Miskelly Furniture warrants your new Miskelly Sleep mattress, except for bed handles and cover fabrics to be free from defects in material and workmanship ("defects") existing at the time of manufacture and appearing within the applicable warranty period. Miskelly Sleep standard warranty is a 15 Year Limited Non-Prorated Warranty.

The warranty is effective whether the mattress is purchased with a corresponding foundation, or either mattress or foundation is purchased separately. However, use of an improper foundation may cause damage to the mattress and voids this warranty.

Should the defect be due to faulty workmanship or structural defects, Miskelly Furniture maintains sole discretion to replace your Miskelly Sleep mattress with equivalent product or give the original purchaser full retail credit of what they paid for their mattress towards the purchase of a new mattress from Miskelly Furniture. Transportation costs are not covered by the warranty.

This warranty is valid only for the original purchaser, and valid only for residential use. Contract and commercial usages are not covered by this warranty.

The 180-night sleep trial applies to mattresses enrolled in the Miskelly Sleep Comfort Guarantee Program.

### **WHAT IS COVERED UNDER THE WARRANTY?**

Manufacturing defects related to component materials or construction "defects":

## **MATTRESS**

- Body impressions at or greater than 1- inch.
- Coils or wires that are loose or protruding through the fabric.

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## WHAT IS NOT COVERED BY YOUR WARRANTY?

This warranty does NOT cover claims for the following issues:

- Normal body impressions (refer to **WHAT TO EXPECT** above)
- Products that are stained, soiled, burned, or in unsanitary condition
- Resulting from comfort / preference of firmness
- With structural damage caused by an incorrect bed frame. Damage due to an incorrect or old foundation
- Damage due to improper care and misuse of your mattress (see **MATTRESS CARE** above)
- Clearance and "As Is" bedding, floor models damaged, or bending of border rods or the spring unit, which is caused by improper handling.
- Relating to bed handles or cover fabrics. (Loose stitching does not affect the integrity of the mattress.)

## GUIDELINES

- Replacement of one piece of your mattress does not mean the other piece will be automatically replaced.
- Prior approval must be received before returning your product to a Diamond Mattress dealer or factory.
- All transportation costs must be paid by the purchaser of the mattress and/or foundation.

*This warranty gives you specific legal rights, you may also have rights which vary from state to state. The manufacturer is responsible for no incidental or consequential damages (unless this limitation is specifically prohibited by local or state statute).*

## LAW TAG INFORMATION

Every Miskelly Sleep mattress has a law tag sewn onto the back of the product. The information found on the law tag is vital to properly identify the product to process a warranty claim.

### HOW TO MAKE A CLAIM

Contact Customer Care at [www.miskellys.com](http://www.miskellys.com)  
or call 601-933-6000  
to request a Claim Form.