

Your New Crown Mattress

10 Year Product Guarantee & Care Guide







Our family's passion is your family's sleep.

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Welcome to Crown Posture Bedding and thank you for joining our family. Your purchase means you have entered the 24 year long history Crown Posture Bedding holds at being a committed 100% Australian owned family run business who puts their customers first.

We work hard to craft quality meaningful products from the best materials to achieve comfortable sleep solutions for our customers. Your choice in Crown Posture Bedding is a step towards a healthier sleep and lifestyle. Choice well made.



Caring for your new Crown.

At Crown Posture Bedding, we're committed to making premium quality beds that last. Over the lifetime of your mattress a little care and maintenance will help protect your guarantee rights, allow you to enjoy your mattress longer and care for your Crown in the best possible way.

Getting started

1. Remove and dispense the polyethylene bag. This bag is not a toy, please keep it away from children.
2. If a base has been purchased with your mattress, please screw the base fittings in tightly.
3. Lift and position your mattress on base or frame. The best way to lift your mattress is on its side and do not attempt to carry the mattress by yourself. If your mattress features handles they are to be used only for positioning your mattress and never for carrying or lifting.

Caring for the fabrics

Crown Posture Bedding recommends the use of a high quality mattress protector to minimise water damage, dirt, stains and soiling. (All of which could void your guarantee). A mattress protector also ensures it is kept in a healthy and sanitary condition.

Spot Cleaning

Spills and stains should be treated as soon as possible. Gently scrape any solid or wipe any

liquid from the surface of the fabric. Avoid spraying your mattress with liquid cleansers as moisture buildup within your mattress can lead to unsanitary conditions potentially voiding your guarantee.

Rotating your mattress

Single-sided mattresses are designed to be used on one side only. For the first 4 months you should rotate the mattress from end to end once a fortnight, after this period you should rotate the mattress once every 3 months.

Double-sided mattresses are designed to be both rotated and turned over. For the first 4 months you should rotate and turn the mattress from end to end once a fortnight, after this period you should rotate the mattress once every 3 months.

Please refrain

1. Please refrain from jumping on your mattress as it can cause irreversible damage.
2. Do not sit on the side of your new mattress, it will cause the edge support to bend.
3. Avoid smoking in bed as it can be fatal - tiny embers can smoulder unnoticed and burst into flames.

Transportation

Your Crown mattress must be placed on its side in a van or truck to be transported correctly. Using the correct transportation methods will prevent the steel support from within the mattress bending.

Your Guarantee.

In the unlikely event that your Crown Posture Bedding mattress does not meet our high quality standards we offer a guarantee on all our products.

Crown Posture Bedding offers a guarantee. This guarantee ensures only to the benefit of the original purchaser (“the purchaser”) of the product. Crown Posture Bedding will repair (or replace at Crown Posture Bedding’s opinion) without charge to the original purchaser, any manufacturing fault (as defined). Crown Posture Bedding reserves the right to refuse service when the product is found on inspection to be in an unsanitary condition or when the product failure is due to causes other than defective workmanship or materials. If identical materials are not available at the time of repair or replacement, Crown Posture Bedding reserves the manufacturer’s right to substitute materials of equal quality. During the first year after purchase, transport charges will be met by Crown Posture Bedding. After the first year, transportation charges will be met by the purchaser. In no case will any transportation charge be accepted without prior approval from Crown Posture Bedding.

Your rights under Australian Consumer Law

The benefits outlined in this document are in addition to any other consumer rights and remedies you are entitled to under consumer law.

Your 5 & 10 Year Mattress Guarantee

This guarantee covers the following specific manufacturing faults under the condition of

normal wear. For your mattress purchase, defective workmanship of coils or wires that are loose or broken and coils or wires that protrude or tear through any fabric.

This guarantee does not extend to faults caused by willful or accidental abuse, misuse, neglect, normal wear and tear or damage caused by transportation.

Your 5 Year Base Guarantee

This guarantee covers the following specific manufacturing faults under the condition of normal wear. For your mattress purchase, defective workmanship of loose or broken foundation wire, splitting occurring in the wooden frame, compression of module or leg and caster failure.

How to make a claim under your guarantee

Guarantee claims can be made via the retailer the product was originally purchased from.

Body Signatures

Body signatures (or “body impressions”) on a mattress are a normal occurrence. As the mattress upholstery intentionally conforms to the body to provide comfort, all mattresses will exhibit body signatures. This will occur shortly after use and should not be cause for alarm. Rotating your Crown mattress as per the care instructions is the best way to equalise wear and tear. Body signatures of up to 35mm on a pillow top and 25mm on a non pillow top mattresses will not be covered under this guarantee.





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Full Terms and Conditions

1. During the guarantee period, Crown Posture Bedding will repair or replace at Crown Posture Bedding's option any product that on inspection is found to be faulty.
2. Transportation during the first 12 months is the responsibility of the manufacturer and is also fully covered by this guarantee, however after that period any transportation will be met by the purchaser.
3. This guarantee is not transferable
4. Crown Posture Bedding reserves the right to refuse service when the product is found on inspection to be in an unsanitary condition or when the product failure is due to causes other than defective workmanship or materials.
5. Crown Posture Bedding reserves the right to substitute material of equal quality on the particular items being repaired or replaced if identical material is not available at the time of the repair or replacement.
6. If the mattress is used directly on a slatted divan or the slats are greater than 100mm (4") apart, then damage may occur to the mattress and this damage will not be covered by this guarantee.
7. When the Crown Posture Bedding mattress is used on a padded and covered Crown Posture Bedding wooden slatted divan the mattress is fully covered by this guarantee. We recommend you use a specially designed matching Crown Posture Bedding base.
8. If the purchaser does not notify the manufacturer within a month of finding a fault, the fault will not be covered by this guarantee.
9. Micro quilting stitching coming undone is inherent in this industry. It will not affect the performance of the bed and as such is not covered by this guarantee.
10. Legs or casters must be kept tight. Damage caused by not keeping these tight is not covered by this guarantee.
11. Service of this mattress set will take approximately 48-72 hours, during that time it is the consumers responsibility to find alternative sleeping arrangements.
12. Turning your mattress: The mattress should be turned on a monthly basis as stipulated in the care instructions of this document. Failure to turn your mattress on a monthly basis will detract from the comfort and life span of your bed.
13. Body impressions are normal in a new mattress/bed and are not considered to be a manufacturing fault.
14. Handles: Where handles are sewn into the mattress, these are to be used purely as balancing agents and should never be used to lift the mattress. These are not covered by this guarantee.
15. Pillow Tops: A pillow top is built to give the sleeper an extra layer of gentle comfort. Because it is not under construction pressure it will stretch and mould to the body's shape. It is usual to see deeper body impressions in pillow tops and this is not considered a fault.
16. Mattress Protector: We recommend that you always use a mattress protector, however if spoilage occurs, the apply perchloroethylene or white spirits to remove the spill, allow the mattress to dry in the shade and not in direct heat or sunlight.
17. Single Beds: Where a single bed is pushed against a wall, we recommend that you rotate the base every two months otherwise wear and tear will occur on one side only creating an uneven sleeping area.
18. If a call-out occurs and no fault is found due to faulty materials or workmanship, then a call out fee of \$50 will be charged.
19. When a mattress or base has been damaged in transit, it is essential that the packing is kept by the consumer. Failure to do so will void any claim.
20. Original receipt must be available for viewing at time of service.
21. Do not sit on your mattress/bed. Your bed is built specifically for sleeping. If you use it as a chair then you may get side collapse and or severe depressions and considerable wear on the pads/fillings on the edge of the mattress.

As a new member of the Crown Posture Bedding family your feedback is important to us, it helps us build products specifically tailored to our customers needs. To complete your purchase please fill in and return this guarantee card using the provided envelope.

Mr Mrs Ms Miss Dr

First Name: _____ Last Name: _____

Street: _____

City: _____ State: _____ Post Code: _____

Email Address: _____ Please tick here if you would not like to receive email or mail about Crown Posture Bedding.

Ph: _____ Mob: _____

Date of Purchase: _____

Model Purchased: _____

Please refer to the label name at the foot end of your mattress for the correct model number.

Why did you choose this model?

- | | |
|---------------------------------------|--|
| <input type="checkbox"/> Comfort | <input type="checkbox"/> Partner Disturbance |
| <input type="checkbox"/> Back Support | <input type="checkbox"/> Price |
| <input type="checkbox"/> Appearance | <input type="checkbox"/> Recommendation |
| <input type="checkbox"/> Other | <i>Please list:</i> |

Purchase Price: _____

Mattress Size:

- | | |
|---------------------------------|--|
| <input type="checkbox"/> King | <input type="checkbox"/> King Single |
| <input type="checkbox"/> Queen | <input type="checkbox"/> Extra Long Single |
| <input type="checkbox"/> Double | <input type="checkbox"/> Single |

Purchased: Mattress Mattress & Base

Are you replacing another mattress?

Yes, a Crown or _____

Store where purchased: _____

Store Address: _____

How many stores did you visit and call?

1 2 3 4 5 6+

How long did you spend gathering information and shopping at stores for this purchase?

- | | |
|---|--|
| <input type="checkbox"/> 4 days or less | <input type="checkbox"/> 2-3 weeks |
| <input type="checkbox"/> 5-6 days | <input type="checkbox"/> 3 weeks or more |

Before shopping, did you;

- Know about Crown Posture Bedding? Yes No
 Intend to purchase a Crown Bed? Yes No
 Research Crown on the Internet? Yes No

What other brands did you seriously consider before making this purchase? (Cross all that apply)

- | | |
|---------------------------------------|---|
| <input type="checkbox"/> Sealy | <input type="checkbox"/> Madison |
| <input type="checkbox"/> Sleepmaker | <input type="checkbox"/> Sleep to Live |
| <input type="checkbox"/> Simmons | <input type="checkbox"/> Promotional item |
| <input type="checkbox"/> King Koil | <input type="checkbox"/> Dunlopillo |
| <input type="checkbox"/> Tempur-pedic | <input type="checkbox"/> None |
| <input type="checkbox"/> Sleep Number | <input type="checkbox"/> Other..... |

What reasons prompted this purchase? (Cross all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Condition of last bed | <input type="checkbox"/> Needed a guest bed |
| <input type="checkbox"/> Back/Sleep problems | <input type="checkbox"/> Unhappy |
| <input type="checkbox"/> Got married | <input type="checkbox"/> Health problems |
| <input type="checkbox"/> Moved or remodeled | <input type="checkbox"/> Other..... |

Your age group:

- | | |
|--------------------------------------|--------------------------------|
| <input type="checkbox"/> 18-24 years | <input type="checkbox"/> 50-64 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 65+ |
| <input type="checkbox"/> 35-49 | |

Which group best describes your total annual household income?

- | | |
|---|--|
| <input type="checkbox"/> Under \$50,000 | <input type="checkbox"/> \$100,000 - \$150,000 |
| <input type="checkbox"/> \$50,000 - \$100,000 | <input type="checkbox"/> Over \$150,000 |

Your privacy is important. Crown Posture Bedding Collects this information for the purposes of internal statistical use and is not disclosed to any third party. For more information on our Privacy Policy or to obtain a copy of your information contact: admin@crownposture.com.au


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