

## **Sealy**

### **How long is the Sealy Warranty?**

Sealy provides a 10-year warranty for their mattresses with the clauses and defect arrangements as below:

- i. Coils or wires that are loose or broke
- ii. Coils or wires that protrude or tear
- iii. Depression more than 1.5 inches and above is warrantable prior to Sealy personnel's inspection
- iv. If the slatted bed frame has 3 inches and above of wide gap between each slat, there is likely to abuse the mattress after a long period of use. Therefore, Sealy will not cover if such a foundation is found during the inspection. For each slat that less than 3 inches gap, Sealy will look and address it on a case-to-case basis.
- v. If there is a defect case which has been verified by Sealy personnel and is sold by MUMU Living previously, MUMU Living will collect the defective mattress from the customer's location.

### **How should I claim the warranty?**

You are required to register your Sealy mattresses warranty with the steps stated:

- i. Proceed to <https://sealy.com.my/guarantee/>
- ii. Fill out your details and select "Warranty" as Type of Registration
- iii. Contact our customer service to claim the warranty