

Warranty Details

Thank you for purchasing a Loren Williams mattress. We have been committed to helping people get a good night's sleep since 1964 and take pride in ensuring our mattresses meet only the highest standards.

10-Year Warranty

We offer a 10-year warranty against faulty materials or workmanship. In the unlikely event that a Loren Williams product does fail to meet our high standards, we will repair or replace any part of a mattress found to be defective due to faulty materials or workmanship, provided the claim meets the Loren Williams warranty conditions mentioned in this document.

To activate your warranty and make processing any claims easier, please register your mattress at www.lorenwilliams.com.au

Conditions of Warranty

The warranty period commences from the date of delivery. The contract of sale exists between the retailer and the consumer. If you suspect a fault with your mattress, any claims made under this warranty must be made through the retailer from whom the bed was purchased. If necessary, they will arrange an inspection of your mattress in accordance with their terms and conditions.

If your retailer is no longer in business, then please contact Loren Williams customer service at customerservice@lorenwilliams.com.au

Proof of purchase is required, including the date, place of purchase and purchase price to obtain service under this warranty.

Consumers Rights Under The Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The Benefits

The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product which the purchaser has under the Competition and Consumer Act 2010 (as amended) and similar State and Territory laws.

What is covered?

This warranty applies and covers only the following items during normal wear and proper use:

- Coils or wires that are loose or broken.
- Coils or wires that protrude or rip through the fabric.
- Settlement only if beyond the accepted tolerance as mentioned in this document and if the mattress has been continuously supported by an appropriate bed base/frame. Mattress must also be maintained in-line with the Loren Williams care guide.

What is not covered?

The warranty will not apply when:

- The product has been used commercially or misused in any way.
- The product has been soiled or stained.
- The product has been accidentally damaged after delivery.
- Normal wear and tear occur.
- The mattress has been mishandled or misused including bending, folding, standing or jumping on the mattress causing damage to the spring sets.
- Product failure is due to causes other than defective workmanship or material.
- General wear and tear of the outer fabric occur.
- Normal change in softness and recovery time associated with natural fillings, memory foam and latex materials over time.
- The purchaser does not present proof of purchase.
- Any structural damage occurs from using an improper bed frame or supporting structure, regardless of the size of the product.
- When the mattress is used directly on a slatted divan and/or the slats are greater than 7cm apart. Damage can occur to the mattress beyond this tolerance and will not be covered.
- A Loren Williams mattress is used on a slatted base, and the base does not have adequate centre supports. When using a Loren Williams mattress on a slatted base, it's important to ensure the base has proper centre supports. A high-quality slatted base should include a centre rail running from head to foot to provide better support. If you're unsure about the suitability of your base, please contact the store where you made your purchase.
- Any damage to or failure of used mattresses, mattresses sold "as is," "clearance" or floor-model mattresses
- Changes in (or failure of a mattress to satisfy) personal comfort preference occur.
- The Border Wire is bent due to improper moving or bending of mattress.
- Products found to be in an unsanitary condition.
- Handles are torn, or tears in the mattress fabric occur where the handles are attached, if it's determined that the handles were used for moving or carrying the mattress after delivery. Handles sewn into the mattress are designed solely for final/minor positioning and alignment purposes when on bed base, they should not be used to lift the mattress. These handles are not covered under the warranty.
- Minor manufacturing imperfections that do not impact the performance or comfort of the mattress appear, such as missed stitches in the quilting.

- Micro quilting stitching comes undone. This is inherent in this industry; however, this will not affect the performance of the mattress and as such is not covered.
- The Loren Williams guide for caring for your mattress (see guide details provided) has not been followed.

Settlement & Body Impressions

Body impressions and settling of the mattress materials are expected and are not considered manufacturing defects. As the comfort layers of your mattress adapt to your body over time, some compression and indentation is natural and will occur in every mattress, this will start from first use.

Body impressions will vary in size according to the body weight of the sleeper(s) and the internal fillings of the mattress. Body impressions are a normal part of the wear and tear process and should not be considered a defect or fault. The following tolerances are considered within industry standard for pillow top mattresses and are not covered under this warranty:

Body impressions from 2.5cm up to 5cm, depending on the mattress type/model, are considered normal, as outlined in the mattress settlement table below. Pillow-top mattresses may show deeper impressions, which is to be expected. The depth of these impressions will vary based on the comfort layers of your mattress and your unique body shape. These impressions indicate the mattress is conforming to your body's shape as intended. Only indentations exceeding the mentioned tolerances, in line with the mattress settlement table provided will be considered a defect and may qualify for repair or replacement under this warranty.

Even wear and usage of a mattress will help minimise body impressions and should be made a priority, Loren Williams recommend that you use the entire sleep surface, this includes using and sleeping on the middle of the mattress as much as possible. The warranty for your mattress covers only faulty materials and workmanship and asks that you rotate the mattress regularly. We recommend rotating your mattress at least once every two weeks for the first three months, and monthly thereafter.

In mattresses designed for dual occupancy, the areas on either side where each person sleeps tend to settle more than the centre, as the middle section experiences less prolonged use. This phenomenon, commonly referred to as the "ridge effect," is a natural occurrence and not indicative of a defect or fault. The larger the mattress, the more noticeable this effect may become.

Mattress Settlement Tolerances

TYPE OF MATTRESS	AGE OF MATTRESS				
	0-6 MONTHS	6-12 MONTHS	12-24 MONTHS	24-36 MONTHS	36+ MONTHS
Ordinary / Sprung	2.5cm	3cm	3.5cm	4cm	4.5cm
Memory / Hybrid	2.5cm	3cm	3.5cm	4cm	4.5cm
Pillow Top	3cm	3.5cm	4cm	4.5cm	5cm

Loren Williams Mattress Care Guide

To ensure the longevity of your new mattress and maintain the validity of your warranty, we kindly ask that you follow these care instructions closely. By adhering to these guidelines, you will help preserve the quality and comfort of your mattress for years to come.

- To extend the lifespan and maintain the comfort of your mattress, it should be rotated from head to foot at least once every two weeks for the first three months, and monthly thereafter. Failing to do so can reduce both the comfort and durability of the mattress and will void your warranty. We recommend that two people rotate the mattress, lifting it from underneath rather than dragging it. Avoid lifting by the tape edges or stitched side handles.
- Do not use the handles to lift and carry the mattress, as this may cause damage and can void the warranty. Handles sewn into the mattress are designed solely for final/minor positioning and alignment purposes when on bed base, they should not be used to lift the mattress.
- Even wear of a mattress will help minimise body impressions and should be made a priority. Loren Williams recommend that you use the entire sleep surface, this includes using and sleeping on the middle of the mattress as much as possible.
- We recommend always using a quality mattress protector. This is a simple and hygienic way to keep the mattress clean. Failure to use a mattress protector could void your warranty.
- Ensure your new mattress is paired with a supportive base as recommended in this document. Timber platform bases with a slat gapping of no more than 7cm will offer the best support, helping to extend the life of your mattress and provide the most comfortable sleep experience. We advise against using an old base with a new mattress, as both components work together to deliver optimal comfort and support. We advise you speak with your retailer to discuss a suitable structural base.
- We advise you regularly vacuum your mattress using a soft brush attachment. Avoid wetting the mattress, as moisture can damage the comfort layers and spring unit, potentially voiding your warranty. Spills should be dried immediately. Keeping your mattress clean and stain-free is essential, as a dirty mattress may void your warranty.

and pose a health and safety risk to our team if it needs to be returned for inspection or repairs.

Additional Information

- If identical materials are not available in the event of a repair, Loren Williams may substitute materials of comparable quality.
- If repair or replacement is not possible, we will offer an alternative product. Should you choose a more expensive option, you will be required to pay the difference.
- A mattress protector should always be used to protect the mattress from being soiled or stained.
- The retailer where the item was originally purchased is responsible for arranging in-home inspections in accordance with their terms and conditions.
- Charges may apply for initial inspection, if product is found to be defective and to be repaired or replaced under warranty, the inspection cost may be reimbursed.
- The warranty is non-transferable and only applies to the original purchaser. Proof of purchase is required.
- Replacement or repair of product does not extend or restart the warranty period.
- Loren Williams must be notified of the defect within 30 days of its discovery, or the warranty may be void.
- The consumer is responsible for covering the costs of transporting, inspection, or removing a damaged product. This includes delivering the mattress back to the store of purchase.
- Sitting on the edge of the mattress is not recommended as it can lead to uneven wear and sagging, compromising the mattress's structural integrity over time. The repeated pressure on a concentrated area can weaken the edge support, reducing the overall comfort and lifespan of the mattress. This extra wear and tear will not be covered by this warranty.
- Pillow top mattresses are designed to provide an additional layer of comfort for the sleeper. Since this layer is not under construction pressure, it naturally stretches and conforms to the body's shape. As a result, deeper body impressions in pillow tops are common and will not be considered a defect.
- When selecting a mattress, some consumers may end up choosing one that doesn't meet their needs—perhaps it's too soft or too firm. In some cases, they might blame the retailer or manufacturer for this decision. However, the responsibility for selecting the right mattress ultimately lies with the consumer, not the retailer. It's important to understand that dissatisfaction is not a flaw or a fault in the mattress itself.
- The warranty only applies within our standard delivery areas in mainland Australia.
- The model's name label and identification labels must be available to identify the mattress and validate this warranty.
- Your statutory rights remain unaffected.