Beautyrest®

Your New Beautyrest® Mattress



10 Year Guarantee

Product Guarantee and Care Guide







Beauty in Every Detail

People at their best get their Beautyrest®.

For 100 years, Beautyrest® has been offering premium sleep products known for their performance. And we certainly aren't stopping now. We continue to innovate sleep solutions that help people get their best rest so they can be their best every single day.

We believe that once a consumer sleeps on a Beautyrest® mattress, they'll never want to sleep on anything else. We back up our products so they keep coming back.

Thank you for your purchase. To help you enjoy the best possible sleep experience and ensure your mattress performs at its best for years to come, please follow these care instructions.

Caring For Your New Beautyrest® Mattress

Your new Beautyrest® mattress is manufactured under licence by Crown Posture Bedding. We're committed to making premium quality mattresses 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 Beautyrest® mattress 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.

Rotating Your Mattress

Single-sided mattresses are designed to be used on one side only. For the first 12 months you should rotate the mattress from end to end once a month, after this period you should rotate the mattress once every 3 months.

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.

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 Beautyrest® 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 Beautyrest® mattress does not meet our high quality standards, we offer a guarantee on all our products. This guarantee applies only to products purchased in Australia.

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 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.

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 mattress will not be covered under this guarantee.

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 Guarantee

For your convenience, you can record your purchase details by completing the form at the back of this booklet or registering online. Registration is optional and does not affect your guarantee coverage.

What This Guarantee Does Not Cover

- Mattress fabric (including stains, burns, pilling, or loose covers).
- Normal body indentations (up to 35mm on a pillow top and 25mm on a non pillow top mattress).
- Handles (where fitted) – these should be used only to position the mattress and should not be used to support the full weight of the mattress.
- Border wires, which run along the perimeter of the mattress (innerspring) and foundation, bent due to moving or folding the sleep set.
- Issues relating to comfort levels, ie the mattress is too firm or too soft.
- Comfort is a personal choice and while adjustments are possible these are not a manufacturing fault.
- Issues relating to heat.
- Damage due to willful or accidental abuse, misuse, neglect. Do not allow anyone to jump on your mattress.
- Bed Height.
- Sheet fit.
- New bed smell/odour.
- Mattress damage due to an inappropriate foundation. A Beautyrest® mattress is designed to be used conjunction with a matching Crown Posture Bedding foundation. If the mattress is damaged through its use in conjunction with a non-Crown Posture Bedding foundation, the guarantee may be void.
- Minor manufacturing anomalies that do not impact the performance of the bed (eg. mis-stitching on quilting).
- Damage due to incorrect storage. Mattresses should be stored flat or comfort layers may detach from the spring unit.
- Visco-elastic foams are temperature sensitive and feel variation may occur depending on outside temperatures. This is not a manufacturing fault.
- Issues relating to heat.
- Damage caused by transportation by the purchaser.
- General wear and tear.




Beautyrest

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 of 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. Damage to the mattress resulting from use on a slatted divan with slats spaced more than 100mm (4") apart will not be covered under this guarantee. Additionally, using the mattress with "Posture Slats" (upwardly curved slats) are incompatible with our products and will invalidate your guarantee.
7. When the Beautyrest® 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 mattress 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 mattress.
13. Body impressions are normal in a new mattress 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 waterproof mattress protector, however if spoilage occurs, then 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 Mattresses: Where a single mattress 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. Your mattress 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.
22. This is a handmade product built to "standard Australian sizing." Product widths and heights may vary by up to 20mm. This is not considered a manufacturing fault.
23. This guarantee applies only to products purchased in Australia. Taking this mattress outside of Australia will void this guarantee.

As a new owner of a Beautyrest® mattress, your feedback is important to us, as it helps us build products specifically tailored to our customers' needs. To complete your purchase please fill in and return this guarantee card to PO Box 794, Mt Waverley, VIC 3149 or simply scan the QR code and fill in your registration online.

First Name: Mr / Mrs / Ms / Miss / Dr | Last Name:

Street: | City: | State: | Postcode:

Email: | Ph: | Mobile:

Date of Purchase: | Model Purchased:

Why did you choose this model?

☐ Comfort ☐ Back Support ☐ Partner Disturbance ☐ Price ☐ Recommendation
☐ Appearance ☐ Other .....

Purchase Price:

Mattress Size: ☐ Super King ☐ King ☐ Queen ☐ Double ☐ King Single ☐ Long Single ☐ Single

What base is the mattress going on?

Are you replacing another mattress? ☐ Yes ☐ No

Store Where Purchased: | Address:

How many stores did you visit/call? ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6+

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

☐ 4 days or less ☐ 5-6 days ☐ 2-3 weeks ☐ 3 weeks or more

Before shopping, did you:
Know about Beautyrest®? ☐ Yes ☐ No
Intend to purchase a Beautyrest® mattress? ☐ Yes ☐ No
Research Beautyrest® on the Internet? ☐ Yes ☐ No

What other brands did you consider?

☐ Sealy ☐ Madison ☐ Sleepmaker ☐ Sleep to Live ☐ King Koil
☐ Dunlopillo ☐ Tempur ☐ Sleep Number ☐ Crown Posture Bedding
☐ Only considered this brand ☐ Other .....

What reasons prompted this purchase?

☐ Condition of last mattress ☐ Needed a guest mattress ☐ Back/Sleep Problems ☐ Unhappy
☐ Got Married ☐ Health Problems ☐ Moved or Remodeled ☐ Other .....

Please tell us your age group (optional) - for market research only:

☐ 18-24 years ☐ 25-34 years ☐ 35-49 years ☐ 50-64 years ☐ 65+ years ☐ Prefer not to say

Which group best describes your total annual household income (optional) - for market research only:

☐ Under $50,000 ☐ $50,000-$100,000 ☐ $100,000-$150,000 ☐ Over $150,000 ☐ Prefer not to say

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

Beautyrest®

There's sleep, and then there's Beautyrest®

Beautyrest 100 A CENTURY OF INNOVATION

Manufactured under licence by Crown Posture Bedding.

AUSTRALIAN MADE

V1_2026