

# MATTRESS

## 10 YEAR LIMITED WARRANTY

**WHAT IS COVERED:** We warrant your Mattress, for a period of ten (10) years from the date of purchase against defects in workmanship and materials. During this Limited Warranty period, if the product is deemed to be defective, our responsibility for the defective product is limited to repair or replacement as stated below. All transportation costs are the responsibility of the purchaser during the entire Limited Warranty period. Your mattress will be replaced or repaired, at our option, should it be found defective because of faulty workmanship or structural defects subject to specific limitations contained herein.

**WHAT IS NOT COVERED:** It is understood that this does not include normal increase of softness in the foam which can occur during normal breaking in, or in the case of visco-elastic memory foam, a lessening of the gradual recovery aspect of the foam, of which such lessening, should it occur, does not reduce the continual pressure reducing and pressure relief properties of the mattress. Substitution or use of improper foundations, platforms or other bases upon which the mattress is placed, may result in damage to the product. Should an improper base be utilized by the consumer, causing the product to default, the Warranty may be voided. It is incumbent on the consumer to maintain the foundation and provide appropriate support for the mattress. We recommend the purchase of a foundation at the time of mattress purchase to ensure that it is appropriate for use with your mattress. This Limited Warranty does not include any deterioration of the foam, with an indentation of less than 1.5 inches, not associated with a sag in the foundation, box spring, platform or frame. If such a defect appears during the ten (10) years of this Limited Warranty, we will, at our option, either repair or replace the mattress at a handling cost to be paid by the purchaser. This Warranty does not include handles, as handles are to be used only for adjustment purposes and are not intended to be used to lift, turn or transport the product. If a model has been discontinued we will replace it with a mattress of equal or better value at our option. The cover on the mattress is Warranted for two (2) years for defects in material or workmanship. Do not remove the mattress cover under any circumstances. This Limited Warranty is void if the cover has been removed at any time. Removal of the cover affects the flammability performance of your mattress and is not designed for laundering or other care. Removing the mattress cover will damage the fire protection and pose health and safety risks. This Limited Warranty is void if the product is found to have been tampered with or misused by the purchaser beyond reasonable wear, and shall not apply if the product has been physically damaged intentionally or due to accident and/or neglect; including burns, cuts, water damage, mold, stains, or is otherwise abnormally soiled or unsanitary. Do not use a heating pad or electric blanket with this mattress as it will void this Limited Warranty. It is recommended that the consumer protects the mattress with a stain resistant mattress protector. This Limited Warranty also does not apply, and there is no Warranty coverage for, damage to the mattress caused by misuse, including, but not limited to damage caused by fire, flooding, roughhousing, inadequate support or excessive weight imposed upon it. All mattresses sought for return for Warranty coverage must bear original labels and tags, including the required law label and be in clean condition. This Limited Warranty is valid only to the original purchaser of the product as indicated on the original sales invoice and it does not extend to any subsequent owner or other transferee of the product. The law tag must not be removed from original product as this identifies the product. The original invoice is required and is the only acceptable proof of purchase. This Limited Warranty gives you specific legal rights and you may also have other rights that vary from state to state. As with all premium sleep products certain body conformity adaptations will take place as your mattress adapts to your particular body shape and type and any peculiarities in your spinal alignment or bone structure. This is to be expected and is part of the performance of your mattress. We do not Warrant our product as a remedy for any specific medical condition and do not Warrant against any complications resulting from the use or inability to use this product. We do not Warrant individual comfort preferences, sheet fit or height issues resulting from purchaser's bed frame size or headboard style. Should this Limited Warranty be exercised and your product replaced and/or repaired, the duration of the Limited Warranty will not be extended or restarted.

WE LIMIT THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

**HOW TO FILE A WARRANTY CLAIM:** Should a Warranty claim arise, the original purchaser shall contact us for Warranty Claim Instructions. The original purchaser shall complete the Warranty Claim Form, clearly detailing the defect, and email along with a copy of original sales receipt for the Product or as otherwise directed on the Warranty Claim Form. Warranty Claim Forms that are incomplete or sent without a copy of original sales receipt will not be processed and will be returned. Upon receipt by the company of the completed Warranty Claim Form and the original sales receipt, our representative or designated agent shall make the final determination regarding repair or replacement. If this Limited Warranty is applicable, a replacement product of equal or greater value will be sent to the customer. The original purchaser will be responsible for shipping, handling and processing fees. No monetary refunds and/or credits will be issued.

**PLEASE RETAIN THIS WARRANTY AND YOUR ORIGINAL INVOICE FOR TEN (10) YEARS.  
KEEP THIS PAPERWORK AND YOUR SALES RECEIPT FOR HANDY FUTURE REFERENCE.**