

WARRANTY POLICY

This warranty covers defects in materials and workmanship

The 20 year warranty is non-prorated for the first ten years and prorated from the date of purchase for the second ten years. Because it is prorated, the customer will pay some amount of money to get a replacement mattress.

The 10 year warranty covers 5 years non-prorated and 5 years prorated thereafter.

The 5 year warranty covers 5 years non-prorated.

The warranty period is extended only to the original purchaser of the mattress and begins from the date of purchase. Repair or replacement of a mattress will not extend or start a new warranty period. We reserve the right to substitute materials or models of equal or greater value and do not guarantee that the replacement will match the existing piece.

WHAT IS EXCLUDED UNDER THIS WARRANTY?

This warranty does not apply to:

- Normal body impressions of 2" or less
- Firmness preference of the product
- Bed height
- Cover (fabric)
- Sheet fit
- Damage due to misuse
- Mattresses without the proper support system, i.e. metal frame, platform bed, bed frame, foundation, and/or box spring.
- Handles on the mattresses
- Damage due to improper frame or foundation
- Slight imperfections that do not affect the performance of the mattress like pull or scuff in fabric, stitching coming loose, crooked seams, discoloration of fabric.
- Medical reactions to materials in the product
- Mold due to improper ventilation.
- Damage to zipper cover as a result of washing.