



10 year limited warranty



length of warranty:

The warranty commences the date on which the mattress was purchased and remains effective according to the terms and conditions defined below. The warranty applies to the original purchaser and further defines the mattress as being free from defects in workmanship and materials for a period of ten years. If a warranted defect is found within the first ten years from the date of purchase, the mattress will be replaced, subject to inspection.

warranty coverage:

The following items are warranted during normal wear. Mattresses may contain materials and options that are generally referred to below, of which not all materials and coverage may apply if they are not present in your specific mattress. All mattresses must be supported by a solid foundation, typically a box spring or platform with a frame in order for the warranty to be valid. (Foundation is not included with mattress.)

the following items are warranted during normal wear:

- Compression Set: Permanent body indentations of 3/4" or greater for memory foam mattresses and 1.5" or greater for innerspring/hybrid mattresses.
- iCoils: Independent coils, which are loose, broken, or have compromised the mattress fabric.

This section refers to damages that are NOT COVERED by the warranty. It is the purchaser's responsibility to inspect and examine the materials that were purchased within 15 days of ordering, and only the items that are covered by the warranty above apply.

- Incidental damages
- Other costs: freight, duties, taxes, delivery services
- Abuse
- Damage from chlorinated products and exposure
- Yellowing of foam from exposure to light
- Mattress fabric
- Body indentations less than 3/4" (memory foam) or 1.5" (innerspring/hybrid)
- Structural damage from moving or transporting the materials
- Structural damage for use with improper foundations and other support systems
- Profile: overall finished height
- Accessories: sheets, linens, etc.
- Change in comfort preference in addition to general softening of materials over time

claims process:

If a valid material or manufacturing defect occurs within the warranty period, the defective item will be replaced. If a claim is authorized and identical materials are not available, we reserve the right to substitute materials that are of equal or higher value. To file a claim, please first contact us via email or by phone to open a case. Do not proceed until you have been in contact with an agent and have received confirmation of next steps via email. Depending on the nature of the claim, our representative may require additional information or product images for further evaluation. Any damages done to the products in preparation for filing the claim, which are done in advance of receiving a claim number or confirmation from a customer service representative, will void the claim. To properly file a claim within the warranty period, the following are required:

- The claim must be filed by the original purchaser — No transferability is authorized
- A form of payment confirmation within the warranty period indicating the purchase price and purchase date
- The actual law label from the defective product — No copies allowed
- Contact and shipping information

TB 1633 compliance:

All mattresses, which are purchased as sets or individually, and which are delivered within the United States, are compliant with Federal and State Flame Regulations. Use of individual mattresses with other non-compliant components is the customer's liability and voids all terms of this warranty. Mattresses that are delivered outside of the United States may not meet U.S. Federal and State regulations, and may not conform to the standards of the destination country.