

# NAUTICA HOME LIMITED WARRANTY

Nautica Home Mattresses are warranted against manufacturing defects as outlined below.

If you observe a defect, contact the Nautica Home Mattress dealer from which you purchased your product. If you do not have a Nautica Home Mattress dealer in your area please contact Nautica Home Customer Support toll free at 1-866-725-2247. This warranty is between Nautica Home Mattresses and the original purchaser and is valid only when accompanied by the original purchaser's sales receipt showing the original date and location of purchase. Any future warranty claims revert back to the original purchase date.

Nautica Home or its authorized dealer can accept or reject a warranty claim based upon its findings. This warranty applies to normal residential use only. Nautica Home can make substitutions as required of materials, components and subcomponents of comparable value and utility. This warranty is limited to product repair or replacement (to be determined by Nautica Home).

## WHAT WE WILL DO

Nautica Home will repair or replace, at the company's option, the defective product or component for a period of 10 full years from date of purchase.

Mattress Warranty Schedule

Years After Original Purchase	Original Trade-In-Value
Up to 10 years	Full Replacement

## WHAT YOU MUST DO

Return the warrantied product or component in sanitary condition to the Nautica Home Mattress dealer from which you purchased the product or directly to Nautica Home. We will incur the cost of shipping during the period of full replacement coverage. A Nautica Home Customer Support Specialist can provide valuable tips on how to efficiently pack your fully warrantied bed with shipping material supplied by Nautica Home. After the term of full replacement coverage, shipping of a defective product or component to Nautica Home will be at the customer's expense. Please call a Customer Support Specialist at 1-866-725-2247 to obtain a Return Authorization (RA) number and arrange for the return of the warrantied product or component. All returns must have an RA number prior to shipment.

# WHAT IS COVERED

If your Nautica Home Mattress is defective in workmanship or material, it will be repaired or replaced at the company's option according to the Nautica Home warranty schedule. This warranty assures the following during normal wear:

- Cover will remain serviceable and free of runs and tears
- Edge tape and/or stitching will not become defective
- The foam core will not crumble, bow out or become deformed
- The box foundation parts will remain in tact and not break
- Mattress will continue to be serviceable and free of sagging and body impressions greater than 1", provided an appropriate foundation or frame is used\*

# WHAT IS NOT COVERED

Certain items are not covered by this warranty. These include, but are not limited to:

- Components subjected to abuse, including abuse intended to simulate failure
- Damages caused by shipper, dealer or installation crew
- Any part which merely exhibits normal wear, yet functions essentially as new including stretching of materials and stitching
- Tears, punctures, zippered mattress cover damage or any damage caused by improper installation, moving of the bed or improper use or care
- Failures attributed to improper design or function of associated components not manufactured by Nautica Home
- Yellowing of the foam (this can occur naturally and does not effect the performance of the bed)
- Items sold “as is” or floor models
- Body impressions or sagging measuring less than 1"
- Comfort preference
- Mattress damage due to inappropriate foundation or incorrect bed frame. \*The mattress must be continuously supported by a foundation, adjustable base, platform bed or equivalent appropriate frame with rigid center support and a minimum of 5 cross slats with center support that reaches the floor
- Foam odor (which will generally dissipate within the first week)

The warranty DOES NOT APPLY TO tears, punctures or cuts caused by accidents, abuse, improper installation of components or any negligence by the consumer or user. It is understood that this warranty does not include a normal increase in softness in the Nautica Home material or a decrease in the slow recovery feature which does not affect pressure relief. Nautica Home disclaims liability for any aspect of installation and any inconvenience caused by a defective part of a component.

# LIMITATIONS

Your exclusive remedy, IN LIEU OF ALL INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING FOR NEGLIGENCE, is limited to repair or replacement of any product or component deemed to be defective under the terms and conditions stated herein. This warranty applies to normal residential use only. Nautica Home can accept or reject warranty claims based upon its findings. Nautica Home will bear no other damages or expenses. Customer maintains responsibility for installation of parts replaced under terms of the warranty. Nautica Home reserves the right to refuse to repair or replace any product or component that is returned in an unsanitary condition. This Limited Warranty applies only to the product as used in the United States and Canada. It is not applicable in U.S. territories or other countries. This Limited Warranty is non-transferable. Repair or replacement of a product or component under the terms of this limited warranty in no way lengthens the limited warranty period.

ANY IMPLIED WARRANTIES APPLICABLE TO THIS PRODUCT, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN LIMITED WARRANTY.

All claims relating to the limited warranty products should be made by contacting Customer Support at:  
1-866-725-2247, or writing to:  
Nautica Home, 2440 Adie Road, St. Louis, MO 63043

# MATTRESS CARE TIPS

- Rotate your mattress as needed to promote even wear
- Use an appropriate frame with center support for queen and king sets to ensure your warranty remains valid
- Keep your bed clean and dry by using a quality mattress pad
- Replace the foundation when purchasing a new mattress to provide proper support
- Allow your new mattress to “air” after removing from the plastic packaging. You may wish to place your mattress near a fan or open window. The foam odor when the product is initially removed from the packaging is normal and should dissipate within one week

To facilitate any future customer service or warranty inquires, please keep a copy of this warranty card, all tags on your mattress and the original sales receipt from your authorized Nautica Home Mattress dealer.