

ESSENTIA MEMORY FOAM MATTRESS WARRANTY

We are dedicated to leading the charge with innovative patented technologies that enhance sleep wellness. This means every product we make follows our Beyond Organic standards for high-quality, ethically sourced components handcrafted with care in our GOLS and GOTS certified organic factory. We know our products will perform for you and want you to shop with confidence knowing we stand behind our products.

MATTRESSES:

We are happy to offer you a 120-Night Mattress Sleep Trial. This means from the day you receive your Essentia mattress you have 120 nights to sleep on it and decide if you would like to return or exchange your mattress for a different model. We do ask that you sleep on your mattress for 30 nights prior to making this decision. If for any reason you are not 100% satisfied with the purchase of your Essentia mattress, you can call us at 888-764-4116 to begin the return process. Essentia will arrange to have your mattress picked up and returned to us for recycling or donation. We do not ask you to pack or ship your return mattress. All returns or exchanges require a nominal return fee representing 9%* of the listed retail price of the mattress plus any applicable taxes.

If you're outside of the continental USA or Canada, any charges incurred for returning the merchandise, such as transportation, are solely the consumer's responsibility in addition to a 5% processing fee.

Refunds are issued once the merchandise has been received and inspected. All Items must be returned in good condition. If you do elect to return your mattress, please call Essentia at 888-764-4116.

* Important: Your mattress must be returned in good condition, with all instructions, warranties or other paperwork. Promotional items received free of charge at the time of purchase will be deducted at full retail price from your refund. Your reasons for returning are required. Returns shall not be accepted if the product has been physically damaged intentionally due to accident or neglect; including but not limited to damage by burns, cuts, water, stains, humidity/mold, bodily fluids or is otherwise abnormally soiled, used or unsanitary. If ever the item is deemed defective you will receive a full refund including the 9% return fee. If you have purchased an UrthSleep Mattress by Essentia the return fee is \$99 plus any applicable taxes. **Maximum of 2 returns or exchanges per client.**

Defective Products. If you feel you have received a defective product please call us [888-764-4116](tel:888-764-4116) or [contact us](#).