



EVANN

Medium-firm hybrid comfort with cooling gel memory foam, pocket-coil support, motion isolation, and reinforced edges.

Customer Support

Email: bozhoulansheng12@outlook.com

Reference

Wayfair SKU W114994990

10-Year Limited Warranty

Warranty Term

This limited warranty begins on the date of original purchase and continues for 10 years. The listing identifies the warranty as limited and applicable to product defects.

Covered Defects

- Defects in materials or workmanship that materially affect normal mattress performance.
- Broken, loose, or otherwise defective pocket-coil components under normal residential use.
- Manufacturing defects in foam, quilting, or cover construction that are not caused by misuse or external damage.

Not Covered

- Changes in comfort preference, normal softening, or normal settling that do not result from a manufacturing defect.
- Stains, burns, cuts, liquid damage, mold, improper cleaning, or other misuse.
- Damage caused by an inadequate, uneven, or structurally unsound foundation or frame.
- Damage from transportation, moving, storage, or handling after delivery.
- Normal dimensional variation associated with compressed mattress recovery.

Warranty Conditions

- Warranty service is limited to the original purchaser and requires proof of purchase.
- The mattress must be used for normal residential sleeping purposes on a suitable supportive base.
- Keep the product law label attached and legible for identification.
- The mattress may need to be inspected or documented with photographs before a claim decision is made.

How to Make a Claim

Email customer support with your order information, proof of purchase, a clear description of the issue, photographs of the mattress and affected area, and the law-label information.

Claims & Support

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Important

This document summarizes the Evann product warranty for consumer reference. Warranty rights may vary by state. This warranty does not replace any rights that cannot legally be excluded or limited.