

# Mattress 10-Year Limited Warranty

## 1. Warranty Period and Eligibility

We warrant your mattress against defects in workmanship and materials for a period of ten (10) years from the date of purchase, under normal use and conditions.

This warranty is only valid for products purchased from the official sales channels and does not cover products purchased from unauthorized sellers.

This warranty is valid exclusively for the original purchaser of the product, as indicated on the original sales receipt or invoice. The original receipt or invoice is the only acceptable proof of purchase, and it is imperative to retain this documentation. The warranty applies only when the original purchaser has adhered to the proper use of the product in accordance with the care instructions.

## 2. What Our Mattress 10-Year Limited Warranty Covers

- Sagging due to a noticeable indentation on the mattress exceeding 1.5 inches, which is not caused by an inappropriate foundation or misuse.
- Physical defects in the memory foam material that cause it to split or crack under normal usage and proper handling.

## 3. What Our Mattress 10-Year Limited Warranty Does Not Cover

- Normal wear and tear, or any condition caused by the aging of materials or overexposure to sunlight.
- Normal changes in softness or resilience (including sagging of less than 1.5 inches).
- Change in comfort preference or feeling.
- Product damage or failure resulting from the use of an improper or non-compatible base, foundation, or platform, which may void the warranty.
- Products with the anti-fire barrier fiber removed, which may void the warranty and compromise fire protection.
- Products with the mattress cover removed, which may void the warranty and affect durability.

- This warranty also does not apply, and there is no warranty coverage for damage to the mattress caused by misuse, including, but not limited to damage caused by fire, flooding, rough housing, inadequate support or excessive weight imposed upon it.
- Damage caused by heating pads or electric blankets.
- Alteration, improper maintenance, or repair by unauthorized representatives.
- This warranty does not apply to any condition not resulting from ordinary residential use, or from any use for which the product was not intended, including but not limited to rental, contract, or commercial use.

## 4. How to Make a Warranty Claim

- Claims for defective products must be made within 10 years from the purchase date.
- You must provide your order number (or original receipt/invoice) to validate your warranty. You can choose to contact us via the sales channel that your product was purchased from or contact us. You must provide us with a clear picture or video of the alleged defect. If you refuse to send us the proof that we need to process your claim, we may assume that you cannot substantiate your claim or have abandoned your claim.
- For defective products, we will ship replacement products free of charge or provide a pro-rated refund, at our discretion.
- If a model is discontinued, we will replace it with a mattress of equal or better value at our option.
- Replacement products may vary slightly in appearance due to hand finishing. Replacement products are warranted until the end of the warranty period for the originals they replaced.
- We may require you to ship back the defective product for quality control purposes. If so, we will collect the defective product at our cost.
- Warranty claims will be fulfilled through replacement or partial refund; no cash refunds or store credits will be provided.

## 5. Limitation of Warranty

WE LIMIT THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY. THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT. SOME STATES DO NOT ALLOW SUCH LIMITATIONS OR EXCLUSIONS, SO THEY MAY NOT APPLY TO YOU.