

# Mattress

## Limited 10 Year Warranty

We warrants that this product is free from defects in workmanship and materials and will remain serviceable under normal use and service for the limited warranty period, from the date of delivery to the consumer, subject to specific limitations and expectations subsequently set forth in the limited warranty.

This limited warranty covers any deterioration in the cell-structure of the material that causes the mattress to have a visible indentation greater than three-fourths (3/4) of an inch, **not associated with a sag in the foundation, slats, box springs, or platform**. It also covers any physical flaw in the mattress that causes the material to split or crack despite normal usage and proper handling. Should the product develop defects for reasons other than misuse or neglect within the limited warranty period, guarantees that this mattress will be replaced or repaired at our option, without cost to you, should it be deemed defective because of faulty workmanship, or structural defects, excluding the specific limitations contained herein.

The cover is warranted to be free from defective materials or workmanship for two (2) years from the date of purchase, under normal care and use. The limited warranty does not include fading,

pilling, or shrinkage and is not valid where there is evidence of soiling or unsanitary conditions.

In the event identical materials are not available to be used in the replacement or repair for product, we the manufacturer, reserve the right to substitute other materials of equal or greater quality. The customer is responsible for returning the product to the manufacturer. All transportation costs are the responsibility of the purchaser. Proof of purchase and the date of manufacture of the product are required. The law label on the product will serve as a means of establishing the date of manufacturer. Removal of the law label will void this limited warranty. A receipt, or canceled check, or other acceptable documentation can serve as proof of purchase.

This limited warranty is valid only to the original purchaser of the product. You must provide proof of purchase for any limited warranty claim. Warranties are made only to the original retail purchaser and do not cover merchandise purchased or used, secondhand, or distressed.

All warranties contained herein shall not apply if the product or cover has been physically damaged, burned, cut, torn or is abnormally soiled or unsanitary. The manufacturer reserves the right to refuse service when the product is found to be stained, soiled, in unsanitary conditions or when product failure is due to cause of misuse or abuse. These warranties do not cover normal wear and tear.

The limited warranty does not apply under the following conditions and circumstances:

- If the product is found to be unsanitary.

- When product failure is due to causes other than defective workmanship or materials.
- If the mattress is used on a frame or bed rails without a continuously solid support surface.
- If there is damage to the outer fabric of the cover including wear and tear.
- If this product is used for commercial purposes.
- If purchaser does not produce proof of purchase.
- If the purchaser finds the mattress does not meet their comfort preference.
- The mattress is designed to work on a firm, solid-surface, on a bed base that is structurally capable of supporting the weight of the mattress and user(s). This mattress warranty does not cover your mattress if you use it in a manner incompatible with that intended design.

We does not warrant against mold. *Please note that visco memory foam, latex foam and polyurethane foam should never get wet or be kept in an environment with excessively high humidity.*

We does not warrant that this mattress is suitable for any medical conditions or that it will protect the user against bacteria, viruses or other organisms.

We does not warrant against normal increases in softness of the foam material or a decrease in the elasticity of the foam material. Normal use will result in signs of routine aging. Slight body impressions may appear in the normal course of use, and some

changes may occur in the support characteristics. This indicates your bedding is adjusting to your body to enhance comfort and should not be considered a manufacturer defect.

Failure to follow the manufacturer's use and care instructions may void the limited warranty. All implied warranties shall be limited to the period of this limited warranty unless otherwise required by applicable federal or state law. Some states do not allow limitations on how long a limited warranty lasts, so consequently, the limitations may not apply.

# Mattress Ownership Guide

**Thank you for purchasing a Mattress. We truly appreciate your business. The following information is important to read with regards to your new Mattress**

products are never made with clay fillers or inferior materials. This practice ensures the performance, longevity and **safety** of this product. conducts quality assurance testing to always insure a superior product.

## Setting Up Your Memory Foam Mattress

Remove any existing mattress out of the way and place the bag containing the new mattress on top of a continuously solid and flat foundation before opening. Do not use sharp objects or box cutters to open the plastic, doing so may cause the mattress to be cut or sliced.

After all packaging has been carefully removed, it may take up to 72 hours for the mattress to fully expand and return to its original shape.

If your new mattress is compresses and rolled, the mattress may have slight indentations. This

will go away once the mattress is fully expanded and has returned to its original shape.

## Mattress Packaging and the ‘New Manufactured’ Smell

As many memory foam manufactures do, we compress and roll our mattresses for ease of transport. This process consists of compressing the mattresses to approximately 2-4 inches and then rolling them and putting them in to sealed plastic bag. Because the mattresses are newly made, the new foam smell is captured in the plastic and does not have a way to ventilate and dissipate until after the mattress has been taken out of the bag and allowed to rise to its full size and shape. If you are sensitive to this smell, make sure that the room your mattress is in is well ventilated and do not put sheets or blankets on it for at least the first 24 hours. After 24 hours the smell should dissipate.

## Sleeping on a Memory Foam and/or Latex Mattress

If you are new to sleeping on a memory foam and/or latex mattress, you will need to allow yourself an adjustment period of 60-90 days. Visco memory foam contours to your body and responds to your body heat. When your body temperature and/or room is warm, the memory foam becomes softer and when your room is cold, memory foam becomes firmer. This offers a very different sleeping surface than a traditional spring mattress. Please allow yourself the appropriate amount of time to adjust. You will reap the rewards of a good night’s sleep by making this transition

## Mattress Care Instructions

- Do rotate your mattress to give uniform wear to the sleeping surface.
- Don’t stand or jump on the mattress.
- Don’t leave folded or bent for long periods of time.
- Don’t allow excessive moisture to saturate the mattress. If liquid is spilled on the mattress, remove cover immediately and blow dry. Allow the area to air dry before covering with the mattress cover.
- The only way to protect your mattress from liquid spills is by using a waterproof mattress protector; liquid damage does not qualify for a warranty replacement.
- Mattress cover care, for best results, dry clean or machine wash on gentle and line dry.