



# MEMORY FOAM MATTRESS

Please read this user manual carefully before using this product

# CONTENT

**Dear Valued Customer,**

Thank you for choosing our mattress. In today's fast-paced world, we understand that quality sleep is essential for your health and well-being. That's why we are dedicated to providing you with the most comfortable and supportive mattress, ensuring that you can enjoy deep rest and relaxation every night.

Our team continuously innovates and improves, striving to deliver an unparalleled sleep experience. We use high-quality materials and advanced technology, paying attention to every detail to meet your needs. Your satisfaction is our greatest motivation and honor.

If you have any questions or suggestions while using our product, please do not hesitate to contact us. We highly value your feedback and will do our utmost to provide you with the best service possible.

Once again, thank you for your trust and support. We wish you many nights of restful sleep!

Sincerely,

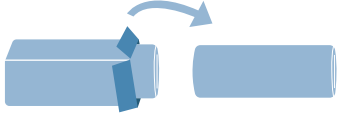
*The Support Team*

- 01/ SETTING UP YOUR MEMORY FOAM MATTRESS ..... P1
- 02/ FITS MOST BED FRAMES ..... P2
- 03/ CARE & CLEAN INSTRUCTIONS ..... P3
- 04/ SAFE AND TRUSTWORTHY ..... P4
- 05/ 100-NIGHT TRIAL ..... P5
- 06/ 10-YEAR LIMITED WARRANTY ..... P6
- 07/ FREQUENTLY ASKED QUESTIONS ..... P7

## 01/ SETTING UP YOUR MATTRESS

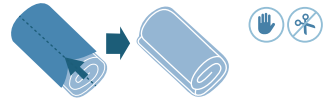
### STEP 1:

Place the box on its side in the room and remove the bagged mattress.



### STEP 2:

Remove the plastic bag from the mattress, being careful with scissors to avoid damaging the mattress.



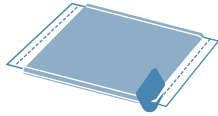
### STEP 3:

Lay the compressed mattress on a clean, flat surface.



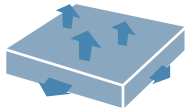
### STEP 4:

Carefully cut the plastic bag along the edges with scissors. The mattress will begin to decompress immediately.



### STEP 5:

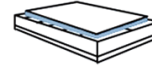
Allow the mattress to fully expand for 72 hours.



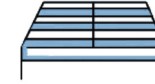
### TIPS:

1. Remove from packaging within 72 hours of delivery to maximize memory foam expansion.
2. Allow the mattress to fully expand before adding bed linens.
3. New mattress may initially have a slight odor, this was sealed in plastic, it is completely harmless. Under normal use, it will dissipate on its own in a short time (from a few hours to a few days). This process can be accelerated if placed in a well-ventilated room or with a fan turned on.
4. Any questions, email us

## 02/ FITS MOST BED FRAMES



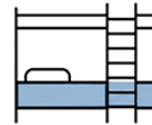
Box Spring



Slatted Platform



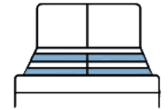
Platform or Floor



Bunk Bed



Adjustable Bed

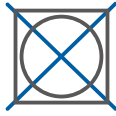


Traditional

## 03 / CARE & CLEAN INSTRUCTIONS



Gentle cycle



Do not tumble dry



Do not iron



Do not dry clean



Do not bleach

## 04 / SAFE AND TRUSTWORTHY

Each **memory foam mattress** is carefully crafted with premium quality components. We always provide you with **valuable products** at the **best prices**.



**OEKO-TEX Textiles** and Fabrics are certified free of harmful chemicals.



**CertiPUR-US Certified Foam** for durability, performance, and content.

## 05/100-NIGHT TRIAL & RISK-FREE TRIAL

If the mattress you choose is not the right one, we offer a 100-day free trial. All mattresses can be returned within 100 days of receipt for a full refund. Our return policy gives you 3 options:

A. If the mattress is still compressed and sealed, we will send you a prepaid shipping label and you can return the mattress for a full refund.



B. If the mattress is uncompressed and inflated, please donate it to charity, then just send us a photo of the charity receipt and we will issue you a full refund.



C. If you are not satisfied with any of the above options, please contact us we are here to help you.



## 06/10-YEAR LIMITED WARRANTY

To protect your investment in better sleep, we back you up with 10-year limited warranty from the day you purchased.



### What is Covered

This warranty covers any defects in materials or workmanship, with the exceptions stated below.

### What is Not Covered

This warranty covers any defects in materials or workmanship, with the exceptions stated below.

The warranty applies only to the original purchaser and does not cover:

- × Comfort Preference
- × Bed Bugs and Dust Mites
- × Stains, Soiling, Burns, Wear and Tear
- × Misuse or Improper Maintenance
- × Transportation and Inspection Costs
- × Damage Resulting from Transit or Handling
- × Alteration or Repair by Unauthorized Representatives
- × Normal Changes in Softness or Resilience
- × Odor(As in any upholstery, new mattress may have odor that will fade with time)

### How to File the Warranty

This warranty is valid for 10 years from the date of purchase. We will repair, replace or refund any product proven to be defective in material or workmanship at our discretion.

Please send an email to make a warranty claim and show us a picture of your warranty card so that we can process your warranty request promptly. If you have any questions, please feel free to contact us. Whether it is within the warranty period or not, we are always here to serve you. Please note that we not only sell products, but also provide you with a better sleep service.

## 07 / FREQUENTLY ASKED QUESTIONS

### 1. How long does it take for a mattress to fully expand?

Generally, the mattress takes 48–72 hours to fully expand. It may take longer to fully expand in lower room temperatures or if the mattress has been wrapped and rolled in a shipping box for a long time.

### 2. Do I need to take some time to adapt to my mattress?

Yes, your body may take some time to adapt to any new mattress, please give yourself at least 15 days to adapt to it.

### 3. It's chemical free?

Yes, our mattresses are made with premium CertiPUR–US certified foam and wrapped in an OEKO–TEX certified mattress cover, free of harmful chemicals. Each mattress is clinically tested and passes strict regulatory requirements. Because of this, we can sell our products with confidence.

### 4. Is there smell with the mattress?

You may notice a slight “new” smell when you first unpack your new mattress. The smell is completely harmless and will disappear in a short period of time. Giving your mattress several days to air out in a well-ventilated room if you are sensitive to it.

### 5. How do I clean my mattress cover?

The mattress cover is removable and machine washable. You can also spot clean it with a damp cloth and mild detergent, then let it air dry completely.

### 6. What is the sleeping firmness of this mattress?

This mattress has a medium–feel, but each person may experience it slightly differently. Our mattresses provide the perfect balance between comfort and support to help you relieve pressure and properly align your spine during sleep. A mattress that is too firm can cause tension in the body, and a mattress that is too soft can cause excessive sinking.

### 7. Will this mattress fit an adjustable bed frame?

Yes. Our mattresses are designed to be compatible with a variety of bed frames, whether you have a platform bed, traditional bed frame, or an adjustable base, this mattress will fit perfectly without having to replace your entire bed.

### 8. Will memory foam mattress make me hot?

All memory foam products retain heat. This mattress is infused with gel and is well ventilated to help prevent overheating, but it doesn't actively cool the bed. To keep the bed feeling cooler, we recommend adding a bamboo or tencel sheet, both of which have natural cooling properties.

### 9. Can I flip it over?

Yes, you can flip it over to get a different sleeping feel.

### 10. What if the rebound is insufficient?

Under normal circumstances, the mattress will fully rebound within 72 hours. If you encounter any problems, please contact our after–sales team for help.