Surlunkeys

Superior Comfort, Superior Support

How to Make A Warranty Claim?

To submit a claim under the applicable Warranty, please contact us by email.

Provide us with the following information:

STEP **01** — **The order number** and/or first and last name of the person who placed the order

STEP **02** — **A brief description** of the claimed defect

STEP **03** — **A photo or short video** documenting the issue you are experiencing

You will receive a response from us within seven (7) business days after we receive your claim.

What Is Not Covered By This Limited Warranty?

- Damage caused by factors other than defective workmanship or materials
- Transportation charges
- Comfort preference
- Normal wear and tear
- Body impressions less than 1 1/2 inch
- Sagging in the mattress less than 1 1/2 inch
- Damage from liquid penetration, cleaning fluids or use of a washing machine
- Structural damage from using an improper bed frame or inappropriate foundation
- Damage of the mattress due to misuse or physical abuse; damaged, burned, cut or torn
- Memory Foam Mattresses: Normal change/increase in softness of the memory foam material or a decrease in the slow recovery feature

What Will Surlunkeys Do?

- If a defect appears during the duration of this warranty, we will, at our option, either repair or replace the mattress at a handling cost to be paid by the purchaser.
- This does not include handles as handles are to be used only for adjustment purposes and are not intended to lift, turn or transport the product. The ticking cover on the mattress is warranted for defects in material or workmanship. Only the piece or part determined to be defective will be repaired or replaced.

Any repair or replacement will not extend the original period of limited warranty, nor will it constitute the beginning of a new limited warranty period.

Surlunkeys

Superior Comfort, Superior Support



Hi,

Thank you for choosing Surlunkeys.

Our mission is to help people sleep better.

We put all our effort into designing comfortable mattress at fair price. All Surlunkeys mattresses were made with certified non-toxic materials for long-last comfort and support. If you have any questions about your new mattress, please don't hesitate to let us know.

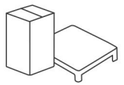
We're always here to help.

Kind regards

Surlunkeys Team

Unpacking Your Surlunkeys Mattress

STEP 1



Move the box to the room where you'll be setting up your bed.

STEP 2



Take the mattress out of box and place on your bed frame.

STEP 3



Remove the outer plastic film by hand and unroll mattress.

Notice: Make sure there is no people or pets in the range of expansion.

STEP 4



Cut second layer of plastic and watch it expand.

STEP 5



Allow up to 72 hours for the mattress to fully recover. Enjoy!

How to take care of your mattress?

1. Ensure your mattress is properly supported.
2. Use a mattress protector.
3. Let the mattress air from time to time.
4. Rotate the mattress 180 degrees every two months.
5. Keep it dry & clean.
6. Distribute your weight.
7. Don't stand or jump on the bed.

How to clean your mattress?

Spot clean with baking soda and soap solution, and allow them to completely dry before making the bed.



Do not wash | Do not use bleach | Do not machine dry | Do not iron | Do not dry clean

Surlunkeys®

10 year Limited Mattress Warranty

Your new Surlunkeys mattress is covered by a 10 year limited warranty.

- The warranty is valid from the date of your original purchase, covering any defects in workmanship and/or materials.
- In addition, because we cannot handle international shipping and logistics expenses, your mattress must be in the United States at the time you wish to take advantage of the Warranty.

What Does This Limited Mattress Warranty Cover?

- Deterioration causing the Mattress to have a visible indentation greater than 1.5 inches that is not associated with an indentation or sag which results from use of an improper or unsupportive foundation or adjustable bed base.

  Normal wear requires that a Mattress be continuously supported by a matching foundation or adjustable bed base with a proper bed frame sufficient to support the collective weight of the Mattress and foundation.
- Any physical flaw in the Mattress that causes the foam material to split or crack, despite normal usage and proper handling.
- Any manufacturing defect in the zipper assembly of the Mattress Cover.