

The Puffy® Mattress lifetime warranty.

Puffy® is dedicated to providing our customers with security in their new Puffy® Mattress purchase. You can find all the details about our lifetime warranty coverage here on this page.

We guarantee that your Puffy® Mattress will be free from defects in materials and workmanship for as long as you own your Puffy® Mattress. So, rest assured, when you hit the checkout button and wait for your new foam mattress to be delivered right to your door, we've got you covered!

If you have any questions regarding the Puffy® Mattress lifetime warranty, feel free to get in touch. Just click through to our [Contact Page](#).

Warranty overview.

Puffy.com ("Puffy®", "Puffy® Mattress", "we", "us") and any Puffy®-authorized distributors provide the original owner/purchaser of our Puffy® Mattress ("you") with a limited lifetime warranty ("warranty") against certain product defects during the entire period of the original owner's ownership and use. In the event of a defect, we will repair the defect or replace it with a then-current comparable model and size of your Puffy® Mattress. Please note that warranty claims should only be submitted directly to Puffy® if you purchased the product from puffy.com. Any claims regarding warranties of Puffy® products sold via an authorized Puffy® distributor must be made directly to said distributor.

- For the entire lifespan of your Puffy® Mattress, we will replace your bed with a brand new Puffy® Mattress free of charge.
- To qualify for the Puffy® lifetime warranty:
 - The Puffy® Mattress must be sold new by puffy.com or a Puffy®-authorized distributor.
 - Your Puffy® Mattress must be used on an appropriately sized and suitable bed frame or base.
 - The warranty will not cover the Puffy® Mattress if it has been abused, burned, misused, or damaged by improper use.

I. Puffy® Mattress warranty eligibility.

This lifetime warranty applies to the owner of a genuine Puffy® Mattress.

Your Puffy® Mattress must be used on an appropriately sized and suitable bed frame or base.

The warranty will not cover the Puffy® Mattress if it has been abused, burned, misused, or damaged by improper use.

Puffy® incorporates premium foams and high-quality materials in our mattresses that are designed to adapt to you and your body shape to a certain point. However, excessive body impressions that are greater than 1.5" will be covered by your lifetime warranty.

II. Warranty coverage.

The Puffy® Mattress warranty covers all defects as defined below for as long as you own the Puffy® Mattress.

A. Covered defects.

The following shall be considered as a defective (collectively "defects") mattress should your Puffy® Mattress meet the below criteria as determined solely by us:

1. Visible indentation or sag on the Puffy® Mattress greater than one and a half (1.5) inches that is not a result of improper use, an improper bed, bed base, or foundation.
2. A manufacturing flaw in the cover zipper - this does not include zipper breakage resulting from improper or overuse of the zipper.
3. A physical flaw in the construction of the cover, such as fabric tearing or stitch unraveling, that does not result from improper use.

B. What is not covered.

Problems and issues that result from normal wear and tear or improper use are not subject to this lifetime warranty. The intended use of your Puffy® Mattress is for

sleeping, resting, and laying on, any other use of this Puffy® Mattress shall be considered misuse of the Puffy® Mattress and will void your lifetime warranty.

Exclusions from the lifetime warranty include but are not limited to:

1. Normal wear and tear.
2. Any improper use of the Puffy® Mattress.
3. Minor imperfections, such as slight cosmetic flaws.
4. Stains, tears, burns, and discoloration that occur over time and/or are caused by you.
5. Indents, sagging, or body indentations less than one and a half (1.5) inches deep.
6. Personal opinions or preferences regarding the softness, firmness, or attributes of a mattress.
7. Any Puffy® Mattress purchased or acquired used, resold, gifted, or in any way not in possession of the original owner.
8. Any Puffy® Mattress purchased from a non-authorized Puffy® distributor.
9. Physical damage to the Puffy® Mattress caused by you.
10. Allergies or sensitivities to fabrics or materials.
11. Damage caused by animals, rodents, or children.
12. Naturally occurring aromas from foam, cotton, or other materials.

III. Making a warranty claim.

To submit a claim relating to a defect with your Puffy®, please head over to our [Contact Page](#) and email us the following:

1. The order number and/or first and last name of who placed the order.
2. A brief description of the alleged defect.
3. A photo or short video documenting the alleged defect.

Upon receipt of your claim, you will receive a response from us within 7 business days. Please note that warranty claims should only be submitted directly to Puffy® if you purchased the product from puffy.com. Any claims regarding warranties of Puffy® products sold via an authorized Puffy® distributor must be made directly to said distributor. If you yourself are a Puffy® distributor and wish to discuss a warranty claim, please contact us separately.

IV. Your warranty remedy.

In the event that we, in our sole discretion, determine that your defect is legitimate as per this warranty:

- For the entire lifespan of your Puffy® Mattress, we will replace your Puffy® Mattress with a brand new Puffy® Mattress free of charge.

V. Warranty limitations and disclaimers.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, WE AND/OR SUPPLIERS MAKE NO REPRESENTATIONS, WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, BEYOND THOSE SET FORTH IN THIS WARRANTY AND IN OUR MARKETING MATERIALS. EACH OF THOSE PARTIES DISCLAIMS ANY AND ALL WARRANTIES OR CONDITIONS, EXPRESS, STATUTORY, AND IMPLIED. SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF CERTAIN WARRANTIES OR CONDITIONS, SO SOME OF THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE FACE OF THIS CONTRACT AND OUR TOTAL LIABILITY SHALL NOT EXCEED THE PURCHASE PRICE PAID THE PUFFY® MATTRESS.