

WARRANTY GUIDE



NATURE'S REST
Nature at its Best

Sleep Well. Rise Restored.

LIMITED WARRANTY

Congratulations on the purchase of your new Nature's Rest Sleep System! The investment you've made in your health begins tonight, with a comfortable night's sleep on a supportive mattress. All Nature's Rest mattresses and foundations are made with the finest quality materials available. Customer satisfaction is our goal, and we back that statement with our Manufacturers Limited Warranty.

Warranty Period: W - 10 years

DO'S AND DONT'S FOR YOUR SLEEP SET

DON'T remove the law tag at the end of your mattress, as this has the identification needed to establish your warranty rights.

DO carry your mattress upright on its side. It is easier to handle and less likely to damage the mattress. If you need to store your mattress for an extended period, please store it flat.

DO let your new sleep set "air" upon removal from its plastic packaging and dispose of all plastic packaging. A child or pet can become entangled and suffocate.

DO replace the foundation when purchasing a new mattress to provide proper support for your mattress.

DO rotate your mattress as needed.

DO use an appropriate frame and center support on queen-and king-size sets.

DO keep your bedding clean and use a mattress pad. Stains of any kind will void your warranty.

DO promptly dispose of old mattresses to avoid a fire hazard.

DON'T bend or jump on your sleep set under any circumstances. Such treatment may damage the mattress or foundation or both.



WHAT IS COVERED

Mattress: Body impressions (Signatures) greater than 1-1/2" only if the mattress has been continuously supported by a matching Nature's Rest foundation with an appropriate frame. The frame should include a rigid center support for queen and king sets. A rigid center support is equal to a support that extends from the frame to the ground.

Foundation: Splitting of the wood frame, defective, loose, or bent beams.

WARRANTY COVERAGE GUIDELINES

This limited warranty does not cover claims resulting from (i) misuse or neglect, (ii) damage caused by the use of an incorrect bed frame (and, in the case of King- and Queen-size mattresses and /or foundations, damage caused by failure to use a bed frame or bed rails with rigid cross supports and at least one center leg that extends to the floor), (iii) damage to mattresses due to an incorrect or old foundation, (iv) damage to mattress fabrics due to soiling, stains or burns, (v) normal body impressions (1-1/2 inch or less), (vi) improper sheet fit, (vii) unauthorized service during the limited warranty period on conditions otherwise covered by the limited warranty. Or (viii) damages resulting from the failure to observe the instructions set forth in the enclosed Mattress Set Care Guide, under the heading "Do's and Dont's for your Sleep Set". Any lawsuit for breach of this limited warranty shall be commenced, if at all, within one (1) year of the date that the claim accrues.

WHAT IS NOT COVERED

- Damage to the mattress fabric due to soiling, stains, bodily fluids or burns is considered unsanitary and will void your warranty.
- Proof of purchase is required to obtain any warranty service and will only be available to the original purchaser.
- Impressions less than that of 1-1/2". This is normal and represents the conforming of the surface to the shape of the sleeper, much like the insoles of a quality pair of shoes.
- Clearance bedding or "as is" bedding or floor models.
- Transportation costs to and from the factory for repair or replacement is the responsibility of the consumer.
- Normal wear and tear to the mattress ticking.
- When product failure is due to causes other than defective workmanship or material.
- Comfort level/preference or firmness.
- Overall bed height.
- Damage to mattress due to incorrect, old or a mismatched foundation.
- If this product is used for commercial purposes, unless specifically designed and built for commercial use.
- Sheet fit.
- Any Queen or King-size mattress sets that is used on a frame or bed rails without proper center support and has legs that touch the floor.
- Product damage due to misuse or neglect.
- Damages resulting from the failure to observe the instructions under the heading "Do's and Dont's For Your Sleep Set".



Come to the Woods, For Here is Rest

- John Muir



HOW TO OBTAIN SERVICE

If a defect appears during the limited warranty period please contact the retail store where the purchase was made. If you cannot reach the retailer, or you have moved out of their respective trade area, we will (at our sole discretion) repair or replace the defective product, provided the product is delivered, at the customer's expense, to the nearest Nature's Rest Factory with proof of purchase, a description of the defect and the Law Label intact.

If identical materials or an identical mattress is not available, we reserve the right to substitute materials of equal or higher quality as necessary. We reserve the right to refuse this service for mattresses and/or foundations found to be in an unsanitary condition. The Products are warranted for the original owner from the date of purchase. Should the Products need to be repaired or replaced at some point during the warranty coverage, coverage is not renewed or extended, rather the expiration date for this warranty coverage is measured from the original date of purchase.

IMPORTANT INFORMATION

This limited warranty shall be exclusive and shall supersede any other warranties, written or oral, that are associated with this product. Other than the limited warranty set forth above, nature's rest expressly disclaims and excludes all warranties, expressed or implied, including the implied warranties of merchantability and fitness for a particular purpose, relating to the use or performance of this product. In the event that applicable state law prohibits the exclusion of implied warranties, the duration of any implied warranties, including the implied warranties of merchant ability and fitness for a particular purpose, is expressly limited to the applicable period of duration of this limited warranty, described above. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion of implied warranties, so this limitation may not apply to you.

The customer's exclusive remedy for breach of this limited warranty or of any implied warranty or of any other obligation arising by operation of law or otherwise shall be limited as specified herein to repair or replacement at our sole option. In any event, Nature's Rest shall not be liable for special, incidental and consequential damages resulting from the use or inability to use this product, regardless of the legal theory on which the claim is based. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This limited warranty gives you specific legal rights, and you may have other rights which vary from state to state.

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Find nature & comfort in harmony at NaturesRest.com