

MATTRESS WARRANTY (10 YEAR)

The Warranty Period begins on the date of purchase shown on your sales receipt and offers a 10-year limited warranty. This Limited Warranty is only valid for the original purchaser of the product with proof of purchase.

For ALL CopperBreeze (rz) products: If a manufacturing defect occurs during the Warranty Period, at our discretion repair or replacement of your mattress will be provided after a complete inspection and determination that the damage is a result of a manufacturing defect during normal use. Defects include lasting sagging or body impressions exceeding .75" or more on all CopperBreeze products (excluding rz3 with 1" tolerance) provided the mattress has been supported by an appropriate foundation/frame system during its use. Support systems should include a center rail or at least five cross slats.

For ALL Serenity (s1, s2) products: If a defect occurs during the first five years of the Warranty Period, at our discretion repair or replacement of your mattress will be provided after a complete inspection and determination that the damage is a result of a manufacturing defect during normal use. Defects include lasting sagging or body impressions exceeding 1.5" or more provided the mattress has been supported by an appropriate foundation/frame system during its use. Support systems should include a center rail or at least 5 sturdy cross slats. In the sixth through tenth year of purchase for (s1, s2), the above rules apply however you will be responsible for all related charges not to exceed the current retail price less a credit for the remaining prorated value of the mattress (10% of the mattress price for each full year remaining on the 10-year limited warranty). If the covered mattress is no longer in production, we will choose a comparable mattress and the same prorated formula will be used.

In ALL cases, transportation costs of the product to and from the store or factory, as applicable, are not covered by this Limited Warranty and are the responsibility of the purchaser. If the identical product or cover is not available for replacement, our company may substitute a part or cover of comparable value. In the event of repair or replacement, the Warranty Period shall continue from your original purchase date.

What is not covered by this warranty?

- Claims made by anyone other than the original purchaser of the product.
- Product that is purchased from an unauthorized dealer.

- Structural damage from using an improper bed frame (see care instructions above).
- Structural damage from not using the mattress in conjunction with an approved foundation or equivalent.
- Burned, stained, or soiled fabric, even if the product is defective.
- Damage due to abuse such as bending, standing on, or jumping on the mattress.
- Comfort or firmness preference of the purchaser.
- Body impressions less than .75" on CopperBreeze rz products (excluding rz3 with 1" tolerance) and impressions less than 1.5" on Serenity (s1, s2) products. Body impressions less than the amounts indicated are caused by the natural compression and settling of quality upholstery materials and are not considered a manufacturing defect. They are an indication that the upholstery layers are conforming to your body's individual contours.
- Floor models and bedding sold "as-is"
- Normal wear of mattress fabrics.
- Transportation costs of the product to and from the store or factory, as applicable.

ANY AND ALL IMPLIED WARRANTIES ON THIS PRODUCT, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXCEED IN DURATION THE TERM OF THIS LIMITED WARRANTY. THE SERVICE TERMS STATED IN THIS LIMITED WARRANTY SHALL BE THE CONSUMER'S SOLE AND EXCLUSIVE REMEDY IN THE EVENT OF PRODUCT FAILURE DURING THE WARRANTY PERIOD. OUR COMPANY SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF THIS PRODUCT OR INABILITY TO USE THIS PRODUCT, OR FOR THE BREACH OF THIS OR ANY OTHER EXPRESS OR IMPLIED WARRANTY.

This Limited Warranty is valid only in our company's specific trading areas and gives you specific legal rights that may vary from region to region*. Your product meets the requirements of Flammability Standards & Compliance, 16 CFR 1633, when your mattress is used alone or with one of the foundations specified on the 1633 law. Although your product meets flammability standards, its flame resistance may be impaired if any of the following occur: a

non-matching mattress and foundation are used together; or the outer cover of the mattress or foundation is damaged, torn or punctured.

How to make a warranty claim:

Make sure to register your mattress through [Product Registration Form](#). If you discover a defect in your mattress, please contact us or an authorized dealer where you made the purchase. A copy of the original bill of sale is needed to determine the original date of purchase and the purchase price. The label containing the model name and the law label must be attached to identify the bedding and validate this Limited Warranty. You must be the original purchaser of the product for this Limited Warranty to be valid.