

Warranty

What does a Sleep Innovations® product warranty cover?

Sleep Innovations® warrants that the fabric cover and foam material in our products will be free from defects in material and workmanship. The full details of the warranty are included with each product.

What will Sleep Innovations® do if my product has a defect?

If a defect that is covered by the warranty occurs, Sleep Innovations® will repair or replace (at Sleep Innovations® option) the defective product. If a replacement is required, Sleep Innovations reserves the right to substitute materials of equal or higher quality if the like components are not available. Replacements are limited to once during the warranty period. The warranty period is valid from the date of your original purchase; it does not begin again when you receive a replacement. All warranties are null and void if the mattress cover is removed and/or laundered. Mattress maintenance includes spot cleaning only.

How do I get assistance with a warranty claim?

If you are considering placing a warranty service claim, please contact Sleep Innovations® at [1-888-999-0499](tel:1-888-999-0499) or e-mail us at: customerservice@sleepinnovations.com. A simple claim form must be completed and submitted with a copy of the original purchase receipt that includes proof of purchase date or with your packing slip and all law tags. You must provide transportation or accept freight charges to and from the nearest Sleep Innovations® factory for: inspection of the warranted product (if requested), return the product for repair, or replacement of the product. Products had to be purchased at a valid retailer (not through a third party or closeout sale). Products are not replaced outside the continental US and Canada.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.