

# WARRANTY

Dreamfoam Bedding takes great pride in offering our customers the absolute best customer service in the industry. At times, even the highest quality products may fail and show early signs of wear, or a manufacturer defect. All products that are sold on Amazon by Dreamfoam Bedding are covered in warranty by Dreamfoam Bedding. Our products come with a 10 or 20 year limited warranty depending on the model you purchase. If a defect occurs during the warranty period, Dreamfoam Bedding will repair or replace (at our option) the defective product within a reasonable period of time.

## Warranty Coverage

Mattresses:

- Torn handles, stitches pulled out of the handle where sewn to the mattress or tears in the mattress fabric where the handles are attached.
- Coils or wires that are loose or broken.
- Coils or wires that protrude or rip through the fabric.
- Body indentations of 1-1/2" or greater.
- Sagging: A proper bed frame must continuously support the box spring/foundation. For king and queen sets, a rigid center support with at least 5 legs or a rigid center support with at least 5 hardwood cross-slats is necessary. (See photo below for clarification).

## Examples of proper bed frames for queen- and king-size bedding:



## Box Spring/Foundation:

- Splits in the wood frame.
- Squeaks, rattles or noises.
- Bent, loose or defective beams and/or center support rail.
- Loose or broken module wire.
- Sagging: A proper bed frame must continuously support the box spring/foundation. For king and queen sets, a rigid center support with at least 5 legs or a rigid center support with at least 5 hardwood cross-slats is necessary. (See photo below for clarification).

## **Not covered**

- Mattress fabric
- Border wires, which run along the perimeter of the mattress and foundation, bent due to moving or bending the sleep set
- Bed height
- Sheet fit
- Comfort preference
- Body indentations less than 1-1/2"
- Mattress damage due to an inappropriate box spring
- Mattress or foundation damage due to abuse
- Transportation costs

**If a Warranty Problem Occurs...** Dreamfoam Bedding stands behind every mattress set that we sell. If, however, you do discover a defect in your mattress, box spring or foundation, simply contact the retail store where you purchased your sleep set.

If a defect occurs during the warranty period, Dreamfoam Bedding will repair or replace (at our option) the defective mattress and/or box spring/foundation within a reasonable period of time. If a mattress inspection is required a local third party inspector will be used. Payment of the inspector is the responsibility of the customer and will be refunded if he/she concludes there is a warranty issue. In order for this limited warranty to be valid, you must:

- 1) Be the original consumer purchaser.
- 2) Provide a copy of the original store receipt, or other proof of date, place of purchase and purchase price.

If identical materials are not available at the time of product service, Dreamfoam Bedding reserves the right to substitute material of equal or higher value. You will be responsible for transportation costs of the product to and from the store or factory.

Your warranty does not cover products found to be in an unsanitary condition, or when the product failure is due to causes other than defective workmanship or materials. Please refer below to Dreamfoam Bedding "Do's and Don'ts of Bedding Care".

## **Do's and Don'ts of Bedding Care**

- Do give your new sleep set time to "air" upon removal from its plastic packaging.
- Do carry your mattress flat on its side. It's easier to handle and you'll be less likely to damage the mattress.
- Do keep your bedding clean. We suggest using a mattress pad, especially if children use the bed.
- Do replace the old box spring/foundation when purchasing a new mattress. An old box spring may not provide sufficient support.
- Do use an appropriate frame and center support for queen and king size sets. Using the right support frame will ensure that your warranty remains in effect.

- Do keep your retail receipt in a safe place. Don't smoke in bed.
- Don't let anyone stand or jump on your mattress. It was not built for that kind of weight concentration or abuse.
- Don't allow your mattress to get wet, this could damage some of the construction materials or may cause them to compress. Protect it from water and other liquids.

To file a warranty claim, please e-mail [support@dreamfoambedding.com](mailto:support@dreamfoambedding.com) or call our Customer Service at **1.877.955.5503**