

# Warranty

We call our warranty the Zinus handshake.

We strive really hard for perfection, but despite our best efforts, mistakes do happen. In case there are any faults in the materials you receive or any kind of manufacturing defect, we'll make sure you get a new product as fast as you can say, "There's a box on my doorstep."

If you have any issues with our warranty or questions about your product, give us a shout. Our customer service team loves talking on the phone. Like, weirdly so.

Customer Service: 1-800-613-1225

## The Zinus Warranty

### **ZINUS Mattress 10 year Worry Free Limited Warranty**

Zinus warrants your mattress against defects in workmanship and materials. Please be sure to register your product [here](#) to receive up to date warranty and product information. Your mattress will be replaced or you will receive a pro-rated refund, at our option, should it be found defective because of faulty workmanship or structural defects other than specific limitations contained herein. It is understood that this does not include normal increase of softness in the foam which can occur during normal break in, or in the case of Visco-elastic memory foam, a lessening of the gradual recover aspect of the foam, of which such lessening, should it occur, does not reduce the continual pressure reducing and pressure relief properties of the mattress. It is incumbent on the consumer to maintain a proper foundation to provide the appropriate support for the mattress to maintain this warranty. Use of improper foundations, platforms or other bases upon which the mattress is placed, may result in damage to the product. The warranty will be voided if an improper base is used that causes the mattress to fail. This warranty does not include any deterioration of the foam, with an indentation of less than 1.5 inches, not associated with a sag in the foundation, box spring or platform or mattress. If a defect appears during the duration of this warranty, we will, at our option, either replace the mattress or provide a pro-rated refund. Only the piece or part determined to be defective will be repaired or replaced. This warranty is void if the product is found to have been tampered with or misused by the purchaser beyond reasonable wear, and shall not apply if the product has been physically damaged intentionally or due to accident and/or neglect; including burns, cuts, water damage, mold, stains, or is otherwise abnormally soiled or unsanitary. If a heating pad or electric blanket is used with a memory foam mattress, it will void this warranty. It is incumbent on the consumer to protect the mattress with a stain resistant pad. This warranty is valid only to the original purchaser of the product as indicated on the original sales invoice. The Law Tag must not be removed from this product as this identifies the product regarding warranty and original invoice is required and is the only

acceptable proof of purchase. Removal of the Law Tag voids this warranty. This warranty gives you specific legal rights and you may have other rights that vary from state to state. Please retain your original invoice.

### **ZINUS Frame/Mattress Foundation 5 year Worry Free Limited Warranty**

Zinus warrants your product against defects in workmanship and materials. Your product will be replaced or you will receive a pro-rated refund, at our option, should it be found defective because of faulty workmanship or structural defects other than specific limitations contained herein. Please read this Limited Warranty carefully. To maintain your Warranty, you will need to comply with the conditions stated here. This warranty is for manufacturing defects only and does not cover damages as a result of misuse. Please be sure to register your product at [www.zinus.com/resources/register](http://www.zinus.com/resources/register) to receive up to date warranty and product information. Your new Zinus product comes with a 5 year limited warranty against manufacturing defects. The warranty starts on the date of purchase. No warranty will be honored without an original sales receipt. The warranty and financial responsibility of the manufacturer only applies to the product itself and does not extend to items that might be used with the purchased product. Manufacturing defects include circumstances where the product has broken under normal use and no longer provides proper support for your mattress. Proper support is defined as a smooth, flat, rigid surface. In the event you encounter a manufacturing defect, please stop using this product immediately and call customer service. This warranty applies only when the product has been properly used by consumers who purchased it from an authorized dealer as a new product. Proper use means using the foundation on a level surface with an equal distribution of weight. Proper use also means that the product was not abused by the consumer, as defined by the manufacturer, including not exceeding the weight capacity and does not constitute agreement to replace other parts. This warranty gives you specific legal rights and you may have other rights that vary from state to state. Please retain your original invoice.

### **ZINUS 1 year Worry Free Limited Warranty**

Zinus warrants your product against defects in workmanship and materials. Your product will be replaced or you will receive a pro-rated refund, at our option, should it be found defective because of faulty workmanship or structural defects other than specific limitations contained herein. Please read this Limited Warranty carefully. To maintain your Warranty, you will need to comply with the conditions stated here. This warranty is for manufacturing defects only and does not cover damages as a result of misuse. Please be sure to register your product at [www.zinus.com/resources/register](http://www.zinus.com/resources/register) to receive up to date warranty and product information. Your new Zinus product comes with a 1 year limited warranty against manufacturing defects. The warranty starts on the date of purchase. No warranty will be honored without an original sales receipt. The warranty and financial responsibility of the manufacturer only applies to the product itself and does not extend to items that might be used with the purchased product. Manufacturing defects include circumstances where the product has broken under normal use. In the event you

encounter a manufacturing defect, please stop using this product immediately and call customer service. This warranty applies only when the product has been properly used by consumers who purchased it from an authorized dealer as a new product. Proper use also means that the product was not abused by the consumer, as defined by the manufacturer and does not constitute agreement to replace other parts. This warranty gives you specific legal rights and you may have other rights that vary from state to state. Please retain your original invoice.

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.