

Warranty & Return policy

Return policy

Sleep is important and we sincerely want you to sleep better with Best Price Mattress products. After 30 days but before 90 you may return your Best Price Mattress if you are not achieving the comfort you desired, We will refund 80% of the purchase price. If you would like to exchange a mattress before 90 days, then you will be subject to paying the cash difference plus a 15% recycling fee. Exchanges are a onetime only option, if choosing a lower priced mattress then a store credit will be issued for the balance. Mattress must be in "Like New" condition, no stains or soil marks, to be eligible for return or exchange. Best Price Mattress Pillows are Personal Care Items and are not refundable. Sales tax is non-refundable.

Best Price Mattress Limited Warranty Statement for Manufacturing Defects

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 changing comfort preferences.

1. Please maintain this Warranty Statement in a safe place along with your original dated sales receipt that indicates you are the original purchaser. Please do not cut off the white law tag on your mattress or pillow as this contains valuable information about your product. Do not bend or fold your mattress; do not try to get it back in to the original box. If you need to exchange your Best Price mattress, please follow the specified exchange-policy instructions (call Best Price Mattress store where you purchase from first). When moving your Best Price Mattress after initial use, please be sure that it is properly supported and protected; carry on its side when moving.

2. Best Price Mattress- branded mattresses come with a 10-year warranty against manufacturing defects that may compromise the sleep quality provided by the mattress. Best Mattress Bed Frames come with a 5-year warranty against manufacturing defects that may compromise the sleep quality provided by the frame. The start date begins on the date of purchase and an original sales receipt is required to establish the start date of this warranty. There is no expressed manufacturing warranty for Best Price Mattress products that are not specifically listed here.

3. Mattress manufacturing defects include;

- a. Seams coming apart
- b. Compression of the mattress core greater than 1.5" (which does NOT include body indentations in the comfort top finish such as a Box Top, Euro Box Top, Super Box Top, etc.)
- c. Coil failure (extends or depresses more than 1.5" of original height or protrudes out of the mattress core)

4. Mattress manufacturing defects DO NOT include;

- a. Cosmetic changes that naturally occur over time.
- b. Mattresses that may have been soiled, dampened, burned, stained or otherwise abused.
- c. Bed height change over time after use.
- d. Mattress fabric color changes or pills, which can accumulate over time.
- e. Mattress dimension discrepancies of up to + 1".

5. Foundation manufacturing defects include;

- a. Seams coming apart
- b. Broken support structures that do not adequately provide a firm, rigid and flat surface for the mattress.

6. Foundation manufacturing defects DO NOT include;

- a. Cosmetic changes that naturally occur over time, including color or peels, which can accumulate over time in foundations that include fabrics.
- b. Foundations that may have been soiled, dampened, burned or otherwise abused. Proper use of the Foundation is defined as having a flat surface for the foundation to rest on to adequately distribute weight of the mattress.

7. This warranty applies only to the products listed here and only when consumers, who purchased them from Best Price Mattress as a new product, have properly used them. Proper use means using the mattress on a firm, rigid and smooth surface that supports the entire mattress INCLUDING THE CENTER such as a bed platform, box spring, Best Price Mattress Bed Frame foundation. Proper use also means that the product was not abused by the consumer, as defined by the manufacturer. Replacement of one piece or part of the product does not constitute agreement to replace other parts. The warranty period does not get extended from the original purchase date if replacement parts are required.

8. If your product fails due to manufacturing defects, the manufacturer will repair or replace it at its discretion and reserves the right to substitute comparable materials or models and does not guarantee that the replacement part will match the existing piece or product.

9. In the event the product needs to be inspected by the manufacturer to determine a warranty claim, the transportation cost or removal cost is borne by the consumer until such time the manufacturer can determine that a claim is valid.

San Francisco

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Hours: 10am - 6pm (Mon ~Sun)