

Linenspa

Warranties and Registration



Mattresses

Care Instructions

To Do

Spot clean mattress cover by hand using only mild detergent. Blot excess moisture with clean towel and dry thoroughly at room temperature. Remember, room temperature.

Not to Do

Do not blow dry, use heat, or use light to dry your mattress. Also, do not machine wash or dry your mattress, even if you have appliances big enough to accomplish such a feat.

Note to User

For ultimate ease of use and to protect your warranty, we recommend a waterproof, machine washable mattress protector. Just a thought.

Warranty

10 Year Limited Warranty

What is Covered

This warranty covers any defects in materials or workmanship, with the exceptions stated below.

How Long Coverage Lasts

This warranty runs for ten (10) years from the date of purchase.

What is Not Covered

The warranty applies only to the original purchaser and does not cover: (a) wear and tear; (b) normal changes in softness or resilience (including impressions less than .75 inches in depth); (c) stains; (d) misuse or improper maintenance; (e) alteration or repair by unauthorized representatives; or (f) damage resulting from transit or handling.

What Linenspa Will Do

Linenspa, at its sole discretion will repair, replace, or refund any product that proves to be defective in materials or workmanship.

How to Get Service

E-mail “warranty@Linenspa.com” to submit your warranty claim. Please keep your receipt so that we may process your warranty request.

How State Law Applies

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

The foregoing warranty shall be exclusive and in lieu of any other warranty, express or implied, including warranties of merchantability and fitness for a particular purpose and all other warranties otherwise arising by operation of law, course of dealing, custom, trade, or otherwise. Neither the seller nor the manufacturer shall be liable for any injury, loss or damage, direct or consequential arising out of the use or inability to use this product.

How To File A Warranty Claim

Filing a warranty claim is a pretty easy process. Just send us an email with a few pieces of information to help us validate your claim. Gather the following information before you write us an email so we can expedite your warranty claim:

- Copy of original itemized purchase receipt
- Photos of your Linenspa product illustrating any defects in the materials or workmanship
- Quick description of how the damage happened or when you first noticed the defect

Email this to warranty@linenspa.com. Our warranty team typically gets back to you within one business day.

There may be additional instructions depending on your warranty claim. If we ask questions, it's so we can get a firm grasp on exactly what happened. We'll do our best to help you out. If we can validate a warranty claim, we will.

Here's some more information on [how we make warranty decisions](#). If you looking for information specific to mattresses, try this article about what your mattress warranty covers.

Contact Us

If you have any questions or concerns please feel free to contact us or check out our [FAQ's](#).

Website: <https://www.linenspa.com/contact>

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.