

# LUNESSENCE

## Warranty Policy

Lunessence Sleep Systems 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. Lunessence Sleep Systems mattresses come with a full 10-year warranty. Warranty begins the date you purchase the mattress and cannot be transferred. If a defect occurs during the warranty period, Lunessence Sleep Systems will repair or replace the defective product and in a reasonable amount of time.

### WARRANTY COVERAGE:

- Defects or deterioration in the cell structure of the latex or poly foam
- Defects resulting in splitting or cracking of the material, with normal usage and proper handling
- Body indentations:
  - 1 1/4" or greater impression on a quilted bed
  - 3/4" or greater impression on a non-quilted bed
- Sagging: Your mattress must be continuously supported by a foundation with solid support. This includes solid wood or metal platforms, foundations, or wire grid frames.

### NOT COVERED:

- Normal increase of softness exhibited in the mattress material (breaking in process)
- Normal decrease of recovery aspects of latex (breaking in process)
- Mattress fabric (stains, normal wear & tear, etc), bed height, sheet fit
- Mattress damage due to an inappropriate foundation
- Mattress left compressed for extended periods of time (no more than 60 days)

Lunessence Sleep Systems mattresses have been designed to be used on foundations with solid support with little or no give. This includes slatted wood or metal foundations with slats no more than 4" apart, wood or metal box foundations, and solid wood or metal platforms. Substitution or use of improper foundations such as old box springs without solid support, slatted wood or metal foundations with slats more than 4" apart, will void your mattress warranty, and all other warranties expressed or implied. In the event of a warranty claim, you may be required to provide proof of the quality and suitability of the mattress foundation. If you have any more questions on what type of foundation is acceptable before purchasing, get in touch with us, we're happy to help.

All warranties contained herein shall not apply if the product has been physically stained, abused, damaged, burned, moisture saturated, cut or torn. Lunessence Sleep Systems reserves the right to refuse repair or replacement of any product deemed to be in an unsanitary condition. This warranty is valid only to the original purchaser of the product. If the original purchaser sells the product, the subsequent purchaser takes the product "as is" and "with all faults." Proof of Purchase is required for all warranty claims.

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## Care Instructions

### **Q IS THE LUNESSENCE SLEEP MATTRESS FLIPPABLE?**

A: No, it is designed with the comfort layers on top and the support layers on bottom. We also use higher quality materials that last much longer than traditional mattresses, it's not needed.

### **Q DO I NEED A MATTRESS PROTECTOR?**

A: A mattress protector is a great for added protection against dust mites, liquid spills, and extending the life of your mattress.

### **Q HOW CAN I CLEAN THE COVER?**

A: You can spot clean the cover with a mild detergent, gently dabbing the cover instead of rubbing it. If you're expecting liquid spills or stains, we recommend investing in a machine-washable mattress protector or mattress encasement, to ensure that you do not violate the terms of the warranty.

### **Q IS THERE AN ADJUSTMENT PERIOD WITH A NEW MATTRESS?**

A: With any new mattress, there will be an adjustment period for your body to get accustomed to the different type of comfort, support, and/or type of material. The average adjustment period for any mattress is 2-3 weeks.

### **Q SHOULD I REMOVE THE LAW TAG?**

A: No, the law tag at the end of your mattress has the identification needed to establish your warranty rights with your Lunessence Sleep Systems dealer.

Please contact your local Lunessence dealer for any warranty claim.