Specific Coverage

covered

Manufacturing and/or material defects such as:

Coils, wires or modules that are loose or broken, or that protrude or rip through any fabric.

Body impressions of 1.5” or greater. The materials used in this mattress are designed to conform to the shape of your body. This “conforming” effect is normal and not considered a manufacturer’s defect. With a king size mattress it is common through time to notice a small ridge down the center of the bed. This is a normal occurrence as you do not typically sleep in the center of the bed and there is less wear in that area.

Splitting of the wood frame foundation.

not covered

Stains, soiling, burns or other abuse.

Any breach of the Fire Barrier by customer will void the warranty.

Comfort issues or preferences - Our personal comfort preferences change over time due to age and lifestyle changes and may cause a need for a different comfort level of mattress. This is not considered a manufacturer’s defect if your comfort preferences change.

Damage caused by improper frames will void warranty. Please use an appropriate frame with center support (at least 5 legs for queen and 6 legs for king sets).

Damage caused by existing or inappropriate foundations will void warranty.

Normal wear and tear on the fabric.

Normal conforming of the cushion layers.

Damage incurred/caused by moving or excessively bending the sleep set will void warranty.

Transportation/delivery costs incurred in servicing the warranty.

365 Night Better Sleep Guarantee

First 4 Months After Purchase
100% credit towards refund or exchange
Customer must keep the mattress set for a minimum of 30 days in order to fully adjust to the new mattress.

Second 4 Months
75% credit towards exchange to a different mattress (no refunds)

Final 4 Months
50% credit towards exchange to a different mattress (no refunds)

The 365 Better Sleep Guarantee begins on the date you take possession of your new mattress and allows for a one-time comfort exchange or refund of the appropriate amount.
The Guarantee does not restart with the exchange to a different mattress.

Terms and Conditions

Customer must purchase mattress protector or waterproof mattress pad on mattress invoice for Guarantee to be valid. No refunds on mattress protector.

No refunds or exchanges on the following:

1. Special order sizes - Split King, California King, Twin XL, or Full XL
2. Adjustable Bases
3. Bedding products out of their original packaging.

Customer is responsible for any delivery charges related to return or exchange of mattress.

The value of any gift with purchase received by customer will be deducted from any applicable refund.

Valid only for person named on invoice.

Mattresses that are stained or soiled will not be accepted for return or exchange.

All clearance mattress purchases are eligible for a 100% credit on mattress (mattress protector required), towards a one-time exchange within 90 days of the invoice date (no refunds). Clearance product purchased will be warrantied equal to the amount of purchase unless otherwise stated on the invoice. Mattresses purchased “As Is” final markdown are non-refundable and non-returnable.



365 Night Better Sleep Guarantee and Warranty Information

10800 E 45th Avenue, Denver, CO 80239
DenverMattress.com

Limited Warranty

Your mattress and/or foundation will be repaired or replaced during the lifetime of this warranty, should they be found defective due to the faulty workmanship or structural defects as described in this Limited Warranty. Repair or replacement is at the discretion of the manufacturer. Repair or replacement will be made at no charge to you; however, transportation charges to and from your nearest Denver Mattress store must be paid by the purchaser. This warranty begins on the day you take delivery of your mattress and/or foundation. This warranty is valid only for the original purchaser and valid only for residential use. Contract and commercial usages are not covered by this warranty.

In the unlikely event you find the need to use this warranty, contact the retail store where you purchased your sleep set first. Your local store may need to order a replacement model and they can provide bags to protect the mattress during your trip back. You must provide proof-of-purchase. Therefore, it is strongly suggested that you retain your sales receipt and this warranty certificate. If identical materials are not available at the time of the warranty service, we reserve the right to substitute materials of equal or higher quality at our sole discretion.

This warranty gives you specific legal rights, and you may also have rights which vary from state to state. The manufacturer is not responsible for incidental or consequential damages and implied warranties are limited to the period of this warranty (unless this limitation is specifically prohibited by local or state statute).

Your Denver Mattress has a limited non-prorated warranty for: **10 years**

Getting to Know and Care for Your New Mattress

Soils and Stains
Due to health and hygiene concerns, **mattresses with stains, bodily fluids, or soil marks cannot be returned for any reason.**

Protect Your Investment
Keeping your mattress clean and protected is a vital part of a healthy night's sleep. We strongly recommend protecting your new investment with a high-quality mattress protector. Should spills or stains ever occur, they should be cleaned immediately with an approved mattress cleaner and sanitizer. **DO NOT** use dry cleaning fluids of any type to clean your mattress, the chemicals will damage some of the construction materials.

Proper Foundation
In order for your new mattress to properly support you with years of comfort, it needs to be properly supported as well. If you use a frame, make sure that it is the appropriate size and has center support legs (5 legs for a queen, 6 legs for a king). Old and inferior foundations may not provide sufficient support, and could damage your new mattress.

Adjustment Period
Most people will experience minor discomfort or backaches as their body adjusts to sleeping on a new mattress set. This adjustment period is completely normal and is a result of your spine re-aligning into a more proper sleeping posture. **It is normal for this adjustment period to last for up to 30 days.**

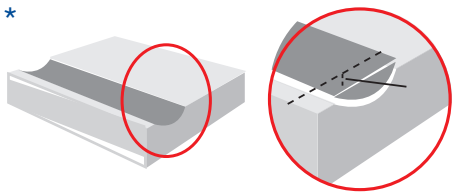
Law Label
The law tag label on the end of your mattress serves as a means to identify and validate your warranty rights and should not be removed.
We cannot accept any mattress for return without the identifying law label!

New Foam Smell
Your new mattress is made with all new materials and is just days old. Since it is fresh from the factory you might experience a "new product" smell, similar to a new shower curtain. It is harmless and will disappear in a week or two.

Loose Threads
Loose threads on the mattress are a normal byproduct of the manufacturing process. If you find loose threads on your new mattress carefully snip them with scissors. DO NOT pull the thread, as doing so can undo the entire seam.

Moving and Storage
When moving or storing your mattress it is important to keep it flat. Never store your mattress on its side. If you have a pillow top mattress, never carry it by the pillow top. Dragging your mattress or forcing and bending it around tight corners could damage your mattress.

Normal Adjusting and Conforming of Mattress
The materials in your new mattress are designed to conform to the shape of your body. If, after a period of time, shallow body imprints (less than 1.5 inches*) begin to appear in your mattress, don't be alarmed. This "conforming" effect is normal and not considered a manufacturer's defect, much like your new shoes conform to your feet. Rotating your mattress every 2 to 4 months will help it wear evenly, evening the conforming effect and maximizing the comfort life of your mattress. If you purchased a king size mattress, it is common through time to notice a small ridge down the center of the bed. This is a normal occurrence, as you do not typically sleep in the center of the bed, and there is less wear in that area.



* Impression must be greater than 1.5 inches (measured at the center of the foam, not on or near a stitch line) for a warranty exchange. Call your nearest stores for details.

Squeaks or Noises
Don't lose sleep if squeaks or noises are coming from your new sleep set. Usually these sounds are from the frame or headboard and footboard and not from the mattress set.
Check to make sure your frame is tightly bolted to the headboard and footboard. If your frame has casters, try turning each caster a quarter of a turn - if any caster is difficult to turn, they may not be in the frame correctly. Remove the caster and reinsert it into the frame to ensure a proper fit. If you still hear squeaking, place your matttress flat on the floor and place your weight on it. Repeat the process with your foundation under the mattress to isolate the source of the noise.

Adjustable Bases
If you purchased an Adjustable Foundation, your warranty is separate from the mattress and this information is included in the owner's manual of the base. If you have any questions on this warranty or proper care of your adjustable base, please contact your nearest Denver Mattress store or call 866-372-4642

Other Manufacturers
If you purchased a mattress manufactured by a brand other than Denver Mattress, your mattress warranty is subject to their terms and conditions.
A copy of this warranty can be found in your mattress packaging, or at the following:
- Tempurpedic - www.tempurpedic.com/warranties/
- Sealy - www.sealy.com/warranty/
- Stearns & Foster - www.stearnsandfoster.com/customer-service/
- Purple - www.purple.com/warranty

If you purchased a mattress that is not currently available at Denver Mattress, please contact that manufacturer to file a warranty claim.