



COMFORT GUARANTEE

In the unlikely event you are not completely satisfied with the comfort and feel of your new OMI mattress, our comfort accommodation policy provides you with an opportunity to adjust the comfort of your mattress, or exchange it for another.

While comfort accommodations are uncommon, the terms of our policy are important for every OMI customer to understand. Please review our policies below, or contact your local retailer for more details.

CUSTOMIZABLE-COMFORT MODELS

Certain OMI mattresses feature customizable comfort. These include our 81™, Duo™ and Rossa™ models.

Customizable-comfort models feature individual layers, each of which can be purchased in varying feels, including for example plush, medium or firm. In certain cases, these layers can also be re-ordered or reconfigured, to change the overall feel of your mattress.

By featuring a zippered cover, customizable-comfort models make comfort accommodations quick and easy. To request a comfort exchange for your customizable-comfort model, simply contact us or your local retailer within 90 nights from the date of delivery of your mattress. Your first comfort exchange is completely free, including freight.

After you have requested a comfort exchange, a new layer is shipped to you by us, or your local retailer, in the new comfort level requested. Swap the original layer in your customizable-comfort mattress with the new one once received, to change the overall comfort of your mattress. This is done by unzipping the cover; removing, adding – and if desired – rearranging layers.

Compare the comfort of your mattress with each of the original and new layers, and if applicable try reordering layers by placing the new layer in a new position in your mattress, then decide which layer to return.

When you're ready, contact us or your local retailer to schedule a free pickup of the layer you've chosen to return.

ALL OTHER MODELS

All mattress models other than the 81™, Duo™ and Rossa™ are eligible for a one-time exchange to *any* other OMI mattress model, within 90 nights from the date of delivery of your mattress.

The difference in price, if applicable, between your original mattress and the mattress you have chosen to exchange it for will be collected by OMI or your local retailer.

OTHER ACCOMMODATIONS

Also, and regardless of whether your OMI mattress features customizable comfort or is a precise-comfort model, OMI offers its online customers a free mattress topper to try in home for up to 10 nights.

Mattress toppers rest on top of your mattress, and change the overall feel to more plush comfort. If the feel of the mattress topper provides the necessary change in comfort, a topper is made available at a discount, as a further accommodation.