



20 Year limited Warranty

Congratulations on your new Freefrom Mattress (“Mattress”) manufactured by Sleeping Pure. Our goal is to provide the highest quality products using natural and certified organic materials to assure you the most healthy and comfortable sleep possible.

This Limited Warranty covers you only if you are the original purchaser and current owner of the Mattress purchased from an authorized dealer.

This Warranty for your new mattress lasts for a period of twenty years from the date of original purchase as noted on the original sales receipt. The first ten years are a full repair or replace warranty. The last ten years will be prorated based on a 50/50 percentage basis. Starting at the eleventh year, you will receive a repair or replacement credit equal to 50% of the original purchase price. The credit will decrease by 5% each year for the following nine years. If the mattress is used in a commercial facility (e.g. hotel) then this Warranty is limited to five years, non-prorated.

As with all premium sleep products, certain body conformity adaptations will take place as your mattress adjusts to your particular body shape. This is to be expected and is part of the performance of your mattress.

Every Sleeping Pure mattress is constructed individually, one at a time. As such, some degree of individualization of the finished product is an inherent part of that product. Imperfections that do not prevent reasonable continued use of the Mattress are not considered to be a defect. The use of cleaning fluids may damage the fabric and materials in your mattress. Allowing water or other liquids to penetrate your mattress may damage the layers of upholstery, causing materials to compress. As such, we strongly recommend that your mattress be protected with a mattress pad to ensure that it remains in a clean and hygienic condition throughout its natural lifetime.

This warranty excludes: (a) minor imperfections and slight cosmetic flaws; (b) normal wear and tear; (c) tears, stains, soiling, burns, and discolorations that occur over time; (d) dampness or mold; (e) firmness preference or a change in comfort; (f) normal body impressions not greater than 1.5” in the mattress as measured below the quilt level (settling of the fiber in the quilt is to be expected and is not considered a defect); (g) sagging or body impressions of any dimension if the mattress is not supported by a solid platform or a foundation with slats spaced no further than 3” apart and a proper bed frame defined, as having at least five to six (5-6) leg supports for a Queen, Eastern King, and California King Mattress, four (4) leg support for Twin and Full Mattresses; (h) allergies and sensitivities; (i) naturally occurring cotton, wool, or latex aromas; and (j) Products sold or given away as promotional items, “as is”, or “floor models.”

In addition, this Warranty does not cover conditions resulting from abusive handling, misuse, or neglect, and the following, if found upon inspection, will void your Warranty: (a) damage of the mattress or foundation due to misuse or abuse; (b) any unsanitary condition; (c) burns; (d) improper or inadequate return packaging; (e) missing law label; (f) improper bed frame; (g) jumping on the Product; (h) attempting to clean the Product in an inappropriate manner; and (i) improper storage of the Product.

This Warranty does not cover shipping charges associated with returning the damaged Product or with shipping any replacement Product.

THIS WARRANTY DOES NOT COVER DAMAGES MORE THAN THE PURCHASE PRICE THAT YOU PAID FOR YOUR MATTRESS. ADDITIONALLY, TO THE EXTENT PERMITTED UNDER STATE LAW, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES ARE NOT COVERED BY THIS WARRANTY. FOR COMMERCIAL AND ALL OTHER NON-CONSUMER USE THERE ARE NO WARRANTIES BEYOND THIS WARRANTY EXPRESSLY STATED ABOVE, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PURPOSE, WHICH WARRANTIES ARE HEREBY SPECIFICALLY EXCLUDED. IF YOU ARE A CONSUMER WHO PURCHASED YOUR PRODUCT FOR PERSONAL, FAMILY, OR HOUSEHOLD PURPOSES, THE AFORESAID IMPLIED OR STATUTORY WARRANTIES ARE LIMITED TO THE DURATION OF THIS EXPRESS WARRANTY OR THE MINIMUM PERIOD PERMITTED BY LAW.

Some states do not allow the exclusion or limitation of incidental or consequential damages in connection with the sale of consumer products, so the above limitation or exclusion of incidental or consequential damages may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

If after inspection, the Product is found to be defective, we will at our option repair or replace the Product, subject to the limitations and exclusions herein. Sleeping Pure reserves the right to substitute material or product of equal or higher quality. Repair or replacement does not extend the original period of limited warranty, nor does it constitute the beginning of a new limited warranty period.