

# Mattress Warranties

## Natura 20 year limited mattress warranty

Applies to: NaturLatex™ All-Latex mattresses, Natura Organic Mattress Collection, NaturaPedic™ Soy memory foam with NaturLatex™ combination mattresses

Eco Rest, Eco Haven, Eco Brilliance, Eco Transcend, Eco Advantage, Eco Haven Adjustable, Natura Pure, Natura Fresh, Natura Clear, Celebrity, Solace, Premier, Equinox, Concept, Crown, Sovereign, Majestic, Mirror, Sensation)

Revised July 2009



Natura warrants the above mattresses to be free from defects in workmanship for 20 years from date of purchase to the original purchaser with 1- 10 years non-prorated and the next 11-20 years prorated as per schedule A.

Repair or replacement of the mattress or foundation does not extend its limited warranty or begin a new warranty period. Natura will, at its option, replace or repair any mattress or foundation, if they fail during the warranty period, at no charge other than transportation costs. Natura reserves the right to substitute materials or models of equal value and quality.

This warranty is valid only if you have used a new matching Natura foundation specially designed for use with our foam mattresses. Use of a platform bed inspected and approved by a Natura Retailer is also approved as a foundation. Replacement of one piece does not automatically result in the replacement of the other piece.

The mattress cover is warranted for two (2) years against structural defects in the material or workmanship. Loose threads, pilling, normal body contouring, and stretching of fabrics are considered cosmetic flaws, and are not covered.

### **The warranty does not apply to:**

- **Normal body impressions of 1½” or less in the mattress core**
- **Firmness preference of the product**
- **Cover (fabric)**
- **Product sold for commercial use**
- **Stains or soil**
- **Burns**
- **Bedding sold “as is” or Floor Model Units.**

Body impressions are a normal occurrence with your new mattress and indicate that the cushion layers in the topper are conforming to the natural contours of your body in the first several months. Normal body impressions are not a suggestion of structural failure.

Regularly rotating your mattress end-to-end will equalize conformity.

All warranties contained herein shall not apply if the mattress, foundation, or cover has been physically damaged, burned, cut, torn, or is abnormally soiled or unsanitary. This limited warranty is provided only to the original purchaser. To validate your warranty you will be required to produce a copy of acceptable proof of date and place of purchase. Trade labels and law labels must be intact to identify the bedding.

Natura is not liable for incidental or consequential damages arising through the use of this product.

### **Schedule A**

#### **Years 11-20 Prorated Warranty**

If such defects occur during the remaining ten (10) years of this limited warranty we will, at our option, repair the mattress at a handling cost to you, or replace the mattress at a prorated charge to you. During the first year of the prorated, 10-year period, the prorated replacement charge will be 50 (50) percent of the original purchase price. The prorated charge will increase by five (5) percent for each subsequent year of the prorated period from the year shown on the bill of sale, provided that the conditions outlined above are met.