

Mattress Warranties

Naturaflex™ 20 year limited warranty

(Naturaflex Sensation, Naturaflex Solace or Naturaflex Adjustable Base that is used with an alternate Natura Mattress)

Revised July 2009

Natura warrants the NaturaFlex™ latex 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 does not extend its limited warranty or begin a new warranty period.

Natura will, at its option, replace or repair the latex mattress if it fails 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. Trade labels and law labels must be intact to identify the mattress. Proof of purchase required.

The warranty does not apply to:

- Normal body impressions of 1½” or less in 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.

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

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.

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.

Schedule A

Years 11-20 Prorated Warranty

If your Naturaflex™ latex mattress becomes defective due to materials or workmanship within 11-20 years from date of purchase Natura World will replace the mattress at a pro-rated cost of use of 1/20 of the original purchase price per year from the year shown on the bill of sale, provided that the conditions outlined above are met.

Naturaflex™ 10 year limited adjustable base warranty

If your Naturaflex™ adjustable base becomes defective due to materials or workmanship within 1 - 10 years from date of purchase Natura World will replace the adjustable base at a pro-rated cost of use of 1/10 of the original purchase price per year from the year shown on the bill of sale, provided that the defect was not caused by misuse or abuse. Natura will at its option, replace or repair the adjustable base if it fails during the warranty period. Transportation costs are the responsibility of the customer. Natura reserves the right to substitute materials or models of equal value and quality.

Naturaflex™ 5 year replacement warranty on electrical components

If any electrical component in your Naturaflex™ adjustable base becomes defective due to workmanship within 5 years from date of purchase Natura World will supply replacement parts to you at no charge other than shipping costs, provided the defect was not caused by misuse or abuse.

