

Because most people only buy two or three mattresses in their lifetime, you may be unsure of what to expect after sleeping on a new mattress for a few nights or even the first year. What is happening to your mattress may be new to you, but it is not uncommon. Please read the warranty to find out what to expect from your new mattress. If, like us, you don't read these things until you have a problem, the warranty comes as a surprise. And you have the impression that you have been duped. This is not our intention, believe us. Everything in our warranty meets industry standards.

### **What is the warranty period?**

Foam Sweet Foam mattresses have a 15-year warranty from the date of purchase. Essentially, if you have a warranty claim during the first ten years — for example, a sag of more than 3/4" per layer in the latex only [not the cover] — we will replace the defective materials at no cost to you when shipped within the 48 states.

### **What happened to your 30 year warranty?**

We started with a 15-year warranty and then upgraded to a 30-year pro-rated warranty to keep Foam Sweet Foam competitive. Our mattresses were thought to be less durable because our warranty was shorter. Warning: latex rubber foam is a commodity. The latex we use is identical, if not very similar, to the latex used by other manufacturers. Our product remained unchanged. Lip service worked. However, after reading the fine print, we realized there was little value for the customer.

Latex is extremely durable, and manufacturers provide such lengthy warranties because they can. The failure rate is not even significant enough to warrant a rounding error. Similar to how a car manufacturer will provide a 100,000 mile warranty on their engine because they know that with proper maintenance, that engine will last 500,000 miles. We estimate that a mattress will last 8 to 10 years with "normal" use. That's roughly 3,650 nights or 29,200 hours of uninterrupted sleep on your mattress. You can imagine it being exhausted at this point. Most mattresses begin to wear out and lose some of their comfort and support after 10 years. In fact, many of our customers tell us that their expensive "S" brand mattress lasted only 3 or 4 years.

Even with our low prices, Foam Sweet Foam understands that our mattresses are not cheap. The great thing about a Foam Sweet Foam is that you can renew your mattress after 8 years, 10 years, 15 years, or anytime up to 25 years by replacing worn out parts — or maybe you just want to change the feel of your mattress, moving from firm to something softer.

### **Things to know about our 15 year limited warranty**

**Product Condition:** It is recommended that you use a protective mattress pad. Damage, abuse, and misuse, as well as stains, burns, and unsanitary conditions, may void your warranty. If the bedding is soiled or stained in any way (body fluids, food stains, etc.), it is considered to be in an unsanitary condition.

Keep your original proof of purchase safe as it is required for any warranty claim, and do not remove the law tag. The bedding will not be covered by the warranty if proof of purchase and the law tag are not provided. The dealer/retailer from whom the product was purchased provides original proof of

purchase. While we make every effort, Foam Sweet Foam is not responsible for keeping track of your purchases, you are.

**Exclusions from the Limited Warranty include but are not limited to:**

Normal wear and tear.

Any improper use of the mattress.

Minor imperfections such as slight cosmetic flaws.

Stains, tears, burns, and discoloration that occur over time and/or are caused by you.

Indents, sagging, or body indentations less than 1/2 inch deep on any individual layer.

Personal opinions or preferences regarding the softness, firmness or attributes of a mattress.

Any mattresses purchased or acquired used, resold, gifted or anyway not in possession of the original owner.

Physical damage to the foam mattress caused by you.

Allergies or sensitivities to fabrics or materials.

Damage caused by animals, rodents or children.

Damage caused by mildew, mold, or other acts of nature.

Naturally occurring aromas from foam, cotton, or other materials.

**Some more fine print**

With the following limitations, Foam Sweet Foam warrants that your mattress will be free of structural defects (exclusive of ticking cover) caused by the manufacturer:

1. This limited warranty is only available to the original purchaser.
2. This limited warranty starts the day you buy your sleep set. If you ever need service under this warranty, the limited warranty will not be renewed or extended after repair or replacement.
3. To obtain service under this warranty, you must provide proof of purchase, including the date, location, and purchase price.
4. This limited warranty does not cover normal wear and tear, body impressions, comfort preference, sheet fit, or mattress height.
5. If you remove the Law Tag from your sleep set, this warranty will be void.
6. Except for the structural defect to be repaired, this warranty will only apply if the mattress is in good condition. This warranty will be voided if the sleep set is damaged, misused, in an unsanitary condition, or has stains or burns.
7. This warranty only applies to mattresses, which are intended to perform optimally when used in conjunction with a proper frame as a total sleep system. It is necessary to use a foundation and a proper

frame with center support, or a platform bed with proper support, or a wooden slat bed with proper. Proper support for Full, Queen, or King-sized beds includes the use of a rigid center support with at least two center support legs. The use of your mattress in an unintended manner will render the warranty null and void.

8. If you have a problem with your Foam Sweet Foam mattress, please contact us. Contact information is available on our website, [FoamSweetFoam.com](http://FoamSweetFoam.com).

9. Foam Sweet Foam agrees to repair or replace any part of our mattress that is defective. This does not include the foundation, which is warranted for 5 years. It is not a guarantee that the entire mattress will be replaced.

10. If the Foam Sweet Foam product is no longer manufactured or identical materials are unavailable at the time of product service, Foam Sweet Foam reserves the right to substitute material of equal or greater value. Used mattresses are not returned to their original state.

11. Foam Sweet Foam is not liable for any incidental or consequential damages resulting from the use of this product.

### **The bottom line**

We are not attorneys. We make mattresses, and we want you to have a positive experience. We don't think you'll have any issues with your Foam Sweet Foam. But if you do, please contact us right away. We'll look over your situation and do our best to find a solution that works for you.