

Instructions & Warranty

IMPORTANT Unpacking Instructions

The enclosed product was compressed and vacuumed sealed for shipping convenience. Please allow 24-48 hours for your new mattress to re-inflate to normal size. There may be a slight foam odor. This is normal and will dissipate in a short time. Please follow the directions below to avoid prolonged decompression time.

Unpack the mattress in a well-ventilated area, such as the garage or a room with an open window. Discard any packaging materials. You may use the mattress the same day, but it is important to air out the bed as much as possible in the first few hours after unpacking.

Care and Maintenance

The outer cover is not removable and is difficult to clean once soiled. Stains larger than 10% of surface area or 6 square inches will void warranty, so a mattress protector is recommended. Use a high quality, waterproof, mattress pad to protect the foam from moisture. Care should be taken to avoid spills or moisture which will be absorbed by the visco-elastic foam if not properly protected.

For Best Results

Leave the mattress completely uncovered for 24-48 hours so that the slight foam odor can escape and dissipate, and the mattress can return to normal shape and size. Make up the bed with your favorite bedding. Enjoy a restful night's sleep on a genuine memory foam mattress!

The enclosed mattress was designed with a single sleeping surface, so that it does not require flipping. However your mattress should be rotated 180 degrees every 90 days to promote longevity and even wearing. Your mattress must be supported by a firm, flat foundation. Examples include but are not limited to a firm box spring, foundation box, platform bed with adequate slats, or the floor. When using a box spring or foundation box, your frame must be built with at least one center support bar and leg.

Limited Warranty

Your new memory foam mattress is covered by a 12 year prorated limited warranty. Please retain your receipt as your warranty record. Cost of processing warranty claims including return transportation and/or in-home inspection of warranty approved products is the responsibility of the purchaser. The product warranty covers workmanship, manufacturers' defects, and materials for a period of 12 years-prorated. There is no comfort guarantee expressed or implied. Mattresses must be supported by a firm, flat foundation including but not limited to a foundation box, box spring, platform bed with adequate slats, or the floor.

This limited warranty covers the following issues: Defects in workmanship and materials. Loose or broken parts not caused by improper care or product abuse.

Body Impressions visibly greater than 1 inch on all sleeping surfaces.

This limited warranty does not cover: Body Impressions visibly less than 1 inch on all sleeping surfaces. Comfort preferences. Sheet fit. Mattress damage due to inappropriate support. Transportation costs. Bed Height. Handles. Outer mattress fabric and/or cover.

This warranty applies expressly to the enclosed products as stipulated, and unless explicitly stated otherwise, for applicable Products (i) sold to original customers only, and (ii) if the request for warranty is received within the corresponding number of stipulated calendar days from the date of original invoice. For warranty applicable returns, if exchange or repair is not available, credit will be issued to the purchaser's credit card. Purchaser is responsible for return shipping. Any missing product or product which has been physically processed in any way beyond the originally shipped condition may result in a decrease or full forfeiture in replacement value. Manufacturer does not warranty used, as is, production fallout, or repair stock conditions. Warranty issues can be addressed by sending an email to info@thebedboss.com describing the problem. Documentation, including original purchase receipt, photographs, and/or in-home inspection may be required.