

# NATURAL SENSE

## Warranty

All of our products are warranted to be free from defects for the life of the warranty listed below.

### **Mattresses , Latex Toppers & Foundations**

The benefit of our “Full Warranty” is not readily apparent. Currently, we are the only mattress company that has a “Full Warranty.” All of our Natural Sense latex is warranted for 15 years. This includes any loss in firmness (over 10%) or from forming any visible indentations. Rather than offer a prorated warranty, we will credit the full value of the mattress/topper towards an identical product’s current retail price. We will replace, only, the failed component(s). If there is a difference there will be a fee and there are no refunds. If you suspect that your mattress is getting softer, try applying pressure to an area that doesn’t get much use and compare it to an area that does, such as your hips. If the difference is noticeable, you probably have a warranty claim. All of our Organic Mattresses are covered for biodegrading beyond slight crumbling of the foam’s edge, as long as it was properly encased. We do not warranty against mold; natural cotton can mold. Be wary about using your mattress on the floor, solid bases, or with bed bug/allergy cases. All these products don’t allow the organic mattress to breath properly and mold may develop on the organic cotton casing.

The standard warranty for the industry is 10-20 years, prorated (decreases over time), and requires depressions of 1 1/2" to form. The problem with these types of warranties is that the mattress will often soften to the point you’ll experience back pain, yet their warranty will not cover your mattress if depression is under 1 1/2". You will need to purchase a new one even after 6 months. Read the fine print!

For any issues relating to your warranty please contact:

Holy Lamb Organics 888-359-1362