

Memory Foam Mattress - 25 Year Limited Warranty

Restava Inc. Guarantees that your Restava Luxury Mattress will be, at our option, replaced or repaired at our expense should it be deemed defective because of faulty workmanship or structural defects during the first five (5) years of the warranty, excluding specific limitations contained herein. It is understood that this limited warranty does not include the normal increase in softness of the Visco-Elastic Memory material or a decrease in the slow recovery feature-aspects which do not affect the pressure-relieving qualities of the mattress. This warranty covers any deterioration in the cell structure of the materials that causes the mattress to have a visible indentation greater than one (1.25) inch not associated with a sag in Fiber lined in the cover, foundation, box springs, or platform. It also covers any physical flaw in the mattress that causes the material to split or crack despite normal usage and proper handling.

If such defects occur during the 6th year through the 15th year of this warranty we will, at our option, replace or repair the mattress at a shipping/handling cost to you, excluding specific limitations contained herein. If such defects occur during the remaining years (16th year and on) of this limited warranty we will, at our option, replace or repair the mattress at a shipping/handling cost to you, or replace the mattress at a prorated charge to you, excluding specific limitations contained herein. The prorated replacement charge will be fifty (50) percent of the current retail price. From years 6-25 this warranty covers any deterioration in the cell structure of the materials that causes the mattress to have a visible indentation greater than one and a quarter (1.5) inch not associated with a sag in Fiber lined in the cover, foundation, box springs, or platform.

Our mattress has been designed to work with a firm, completely flat, wood foundation. Our warranty and other performance guarantees are based on tests conducted on our mattresses. Substitution or use of improper foundations, platforms or other bases upon which the mattress is placed, may result in damage to the product. Should an improper base be utilized by the consumer, causing the product to default, the warranty may be voided. It is incumbent on the consumer to maintain the foundation and provide appropriate support for the mattress.

We recommend the purchase of a matching foundation at the time of mattress purchase. You may be required to provide proof as to the quality of the foundation being provided to your mattress in the event of a warranty claim. Queen, King and Cal-King foundations must have a center support rail with a minimum of one leg or this warranty is voided. The cover is warranted for three (3) years against faults in the materials or workmanship. This warranty is void if the product is found to have been tampered with or misused by the purchaser beyond reasonable wear, and shall not apply if the product has been physically damaged intentionally or due to accident and/or neglect; including stains, burns, cuts, water damage, mold stains, or is otherwise abnormally soiled or unsanitary. It is incumbent on the consumer to protect the mattress with a stain resistant mattress pad. Law tag is required and is the only acceptable proof of purchase.

In order to provide the most optimum sleeping surface, this premium product contains only the finest quality materials. As with all premium sleep products certain body conformity adaptations will take place as your mattress adapts to your particular body shape and type and any peculiarities in your spinal alignment or bone structure. This is to be expected and is part of the performance of your mattress. We do not warrant our product as a remedy for any specific medical condition and do not warrant against any complications resulting from the use or inability to use this product. We do not warrant individual comfort preferences, sheet fit or height issues resulting from purchaser's bed frame size or head board style. Should this warranty be exercised and your product replaced and/or repaired, the warranty will not be extended or renewed. Terms and service related in this warranty shall be the consumer's sole and exclusive remedy should the product fail during the timeframe stated herein. We make no warrant beyond those terms and conditions stated. The warranty is valid only to the original purchaser of the product. If the original purchaser sells the product, the subsequent purchaser takes the product "as is" and "with all faults." A representative or designated agent shall make the final determination regarding repair or replacement. If product was ordered via internet, telephone or catalog, photos must accompany warranty claim. Please retain a copy of this warranty.