



1-Year Limited Warranty – Latex Mattress Toppers

Beginning on the date of purchase, your new Latex Mattress Topper is covered by a 1-year limited warranty (the “Mattress Topper Warranty”). The Mattress Topper Warranty is non-transferable and extends only to the original purchaser.

During the warranty period, the manufacturer, at their option, will replace or repair the defective parts. The manufacturer reserves the right to substitute materials of equal value and quality. Repair or replacement does not extend the original warranty period.

Defects Covered Under the Mattress Topper Warranty

The Mattress Topper Warranty only covers visible permanent indentations equal to or greater than 1” measured below the quilt line (without a cover). It is recommended that users rotate their Mattress Topper head-to-toe, once a month for the first six months, then every other month for the life of the mattress to ensure even wear.

The Mattress Topper Warranty Does Not Cover

Normal wear and tear or any condition resulting from the misuse or abuse of the mattress topper is not included in the mattress warranty. Minor imperfections are not considered to be defects. For example, surfaces may not be perfectly even, or corners may not be perfectly symmetrical.

This warranty excludes: (a) minor imperfections and slight cosmetic flaws; (b) minor height discrepancies (less than 1/2”); (c) natural variances in the latex; (d) normal wear and tear; (e) tears, stains, soiling, burns, and discoloration that occur over time; (f) promotional items, "as is," or "floor models." (g) dampness, mould or mildew; (h) individual or personalized preferences relating to firmness and comfort; (i) normal body impressions not greater than 1” as measured below the quilt line (with the cover off); (j) individual or personalized allergies and sensitivities; (k) naturally occurring foam, cotton, wool, or latex foam aromas; (l) damage to the Mattress Topper cover (including shrinkage) resulting from removing, washing and/or cleaning the cover.

Additionally, the Mattress Topper Warranty does not cover conditions resulting from abusive handling, misuse, or neglect. The following circumstances void your Mattress Topper Warranty: (a) any unsanitary condition; (b) burns; (c) use of the Mattress Topper on an improper foundation; (d) physically abusing the Mattress Topper; (e) attempting to clean the Mattress Topper in an inappropriate manner; (f) exposing the Mattress Topper to direct sunlight or direct heat (such as an electric mattress pad); (g) improper storage of the Mattress Topper; (h) damage to the foam resulting from removing the Mattress Topper cover.

Nature’s Embrace Latex Ltd makes no medical claims regarding its Mattress Toppers. Allergies, discomfort, or other conditions are not covered under this Mattress Topper Warranty. Any questions or concerns regarding medical and/or health conditions should be addressed by a licensed health professional.

Other Conditions

The original purchaser must present proof of purchase for the warranty to be validated and the mattress topper must not be torn and be free of stains and soiling or the warranty will be voided.

The replacement Mattress Topper will be of the same model, type and size as the original Mattress Topper purchased. In no event will a substitution model be used as a replacement except in the case of a discontinued Mattress Topper. In this event, a Mattress Topper of like build and design, at the discretion of Nature's Embrace, will be used as a replacement for the defective Mattress Topper. Replaced or repaired Mattress Toppers are subject to the same Mattress Topper Warranty as the original Mattress Topper. If you obtain a replaced or repaired Mattress Topper the warranty term of the replaced or repaired Mattress Topper begins from the date of purchase of the original Mattress Topper. All transportation costs are the responsibility of the purchaser.

NATURE'S EMBRACE LATEX LTD SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY; THE EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY SHALL BE REPLACEMENT OR CREDIT TOWARDS REPLACEMENT AS SET FORTH HEREIN. THERE ARE NO EXPRESS OR IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THE WARRANTY DESCRIBED ON THE FACE OF THIS LIMITED WARRANTY. IN ANY CASE, THE EXTENT OF LIABILITY ON THE PART OF RENELLE FURNITURE INC (DBA NATURE'S EMBRACE) WILL BE LIMITED TO THAT OF THE PURCHASE PRICE OF THE PRODUCT.

ALL PARTS OF THIS LIMITED WARRANTY APPLY TO THE MAXIMUM EXTENT PERMITTED BY LAW OR UNLESS PROHIBITED BY LAW. THIS LIMITED WARRANTY GIVES THE PURCHASER SPECIFIC LEGAL RIGHTS, AND THE PURCHASER MAY ALSO HAVE OTHER RIGHTS, WHICH MAY VARY FROM JURISDICTION TO JURISDICTION. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

DO NOT SMOKE IN BED OR PLACE YOUR MATTRESS TOPPER NEAR AN OPEN FLAME.

Making a Warranty Claim

In the unlikely event that warranty service is required we will require at least one picture and a copy of the original invoice to begin processing the claim. All information should be emailed to info@nelatex.com.

Before you take any pictures please remove any top of bed coverings (such as sheets, mattress protectors, overlays, mattress pads etc.), place the Mattress Topper on a flat surface such as the floor and take a clear picture of the mattress topper showing the permanent indentation(s) in question measured against a straight edge spanning the width of the mattress topper.

In addition to what is listed above, we may require several more photos of the mattress topper to determine the validity of a claim.