

Eastman House
Since 1866



Handcrafted Collection

NATURAL LATEX
Comfort Collection

MANUFACTURER'S
LIMITED WARRANTY
INFORMATION

LIMITED WARRANTY

Congratulations on the purchase of your new Eastman House System! The investment you've made in your health begins tonight, with a comfortable night's sleep on a supportive mattress. All Eastman House mattresses and foundations are made with the finest quality materials available. Customer satisfaction is our goal, and we backed that statement with our Manufacturer's Limited Warranty. Any lawsuit or breach of this limited warranty shall be commenced, if at all, within one (1) year of the date that the claim accrues.

WHAT IS COVERED

Mattress -

- Body impressions (Signatures) greater than 1-1/2" only if the mattress has been continuously supported by a matching Eastman House foundation with an appropriate frame. The frame should include a rigid center support for queen and king sets. A rigid center support is equal to a support that extends from the frame to the ground.

- Coils or wires that are loose, broken, or protruding through the mattress fabric.

Foundation-

- Splitting of the wood frame, defective, loose, or bent beams.

WHAT IS NOT COVERED

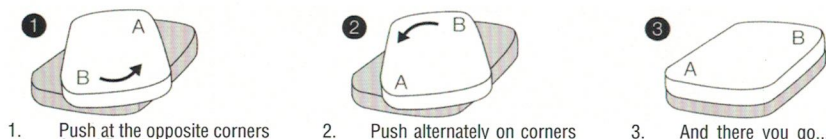
- Damage to the mattress fabric due to soiling, stains, bodily fluids or burns is considered unsanitary and will void your warranty.
- Impressions less than that of 1-1/2". This is normal and represents the conforming of the surface to the shape of a sleeper; much like the insoles of a quality pair of shoes.
- Clearance bedding or "as is" bedding or floor models.
- Transportation costs to and from the factory for repair or replacement is the responsibility of the consumer.
- Damage of the perimeter border rods caused by bending or incorrectly moving sleep set.
- Normal wear and tear to the mattress ticking.
- When product failure is due to causes other than defective workmanship or material.
- Comfort level/preference or firmness.
- Over all bed height.
- Damage to mattress due to incorrect, old or mismatched foundation.
- If this product is used for commercial purposes, unless specifically designed and built for commercial use.
- Corner guards.
- Sheet fit.
- Any queen or king-size mattress set that is used on a frame or bed rails without proper center support and has legs that touch the floor.
- Product damage due to misuse or neglect.
- Damages resulting from the failure to observe the instructions under the heading "Do's And Don'ts For Your Sleep Set".
- Handles.

MATTRESS CARE

To further ensure a long-lasting product, proper care and maintenance of your sleep set should be taken. Follow these simple steps and you will be sleeping comfortably for years to come!

To help equalize body impressions, please rotate your mattress as part of the maintenance of the sleep product. Rotate your mattress every two weeks for the first six months, and then every 2-3 months thereafter.

To avoid personal injury, do not attempt to do this without a partner.



DO'S AND DON'TS FOR YOUR SLEEP SET

DO rotate your mattress as needed.

DO use an appropriate frame and center support on queen-and king-size sets.

DO let your new sleep set "air" upon removal from its plastic packaging and dispose of all plastic packaging. A child or pet can become entangled and suffocate.

DO keep your bedding clean and use a mattress pad. Stains of any kinds will void your warranty.

DO replace the foundation when purchasing a new mattress to provide proper support for your mattress.

DO carry your mattress upright on its side. It is easier to handle and less likely to damage the mattress. If you need to store your mattress for an extended period, please store flat.

DO promptly dispose of old mattresses to avoid a fire hazard.

DON'T remove the law tag at the end of the mattress, as this has the identification needed to establish your warranty rights.

DON'T bend or jump on your sleep set under any circumstances. Such treatment may damage the mattress or foundation or both.

DON'T use handles to lift the mattress. They are only for positioning the mattress on the foundation.

LIMITED WARRANTY SCHEDULE

Eastman House warrants your new Eastman House mattress and foundation ("product"), except for bed handles, cover fabrics and corner guards, to be free from defect in material and workmanship ("defects") existing at the time of manufacture and appearing within the applicable Limited warranty below. The term of the limited warranty coverage you will receive and the fee, if any, you may be charged for warranty service depends upon specific Eastman House product. PLEASE REFER TO THE NON-REMOVABLE TAG LOCATED AT THE HEAD OF YOUR MATTRESS ("LAW LABEL") FOR THE WARRANTY SCHEDULE BELOW. The Law Label is your Product Identification record and should not be discarded. Proof of purchase is required to obtain any warranty service and will only be available to the original purchaser.

Warranty Code	Total Limited Warranty Period (in years)	Period for No Charge Repair or Replacement (in years)*	Repair or Replacement Charge After No Charge Period
A	1	1	N/A
B	5	1	1/5 of dealers regular retail price (at time of claim) multiplied by the number of years of use
C	10	1	1/10 of dealers regular retail price (at time of claim) multiplied by the number of years of use
D	10	5	1/10 of dealers regular retail price (at time of claim) multiplied by the number of years of use
E	10	10	N/A
EE	20	10	1/20 of dealers regular retail price (at time of claim) multiplied by the number of years of use
F	15	15	N/A
G	20	20	N/A

*Exclusive of transportation costs.

HOW TO OBTAIN SERVICE

If a defect appears during the limited warranty period, we will (at our sole discretion) repair or replace the defective product with charges for service or parts calculated as provided in the Limited Warranty Schedule on the previous page, provided the product is delivered, at the customer's expense, to the nearest Eastman House Factory with proof of purchase, a description of the defect and the Law Label intact. If identical materials or an identical mattress is not available, we reserve the right to substitute materials of equal or higher quality as necessary. We reserve the right to refuse this limited warranty service for mattress and/or foundations found to be in an unsanitary condition. The Products are warranted for the original owner from the date of purchase. Should the Products need to be repaired or replaced at some point during the warranty coverage, coverage is not renewed or extended, rather, the expiration date for this limited warranty coverage is measured from the original date of purchase.

FOR QUESTIONS PLEASE CONTACT THE LICENSED MANUFACTURER FOR EASTMAN HOUSE:

Heritage Sleep Concepts, LLC

PO Box 895

Rome, GA 30162

Office: (706) 584.7235 | Toll Free: (844) 209.9485

IMPORTANT INFORMATION

THIS LIMITED WARRANTY SHALL BE EXCLUSIVE AND SHALL SUPERSEDE ANY OTHER WARRANTIES, WRITTEN OR ORAL, THAT ARE ASSOCIATED WITH THIS PRODUCT. OTHER THAN THE LIMITED WARRANTY SET FORTH ON THE PREVIOUS PAGE, EASTMAN HOUSE EXPRESSLY DISCLAIMS AND EXCLUDES ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, RELATING TO THE USE OR PERFORMANCE OF THIS PRODUCT. IN THE EVENT THAT APPLICABLE STATE LAW PROHIBITS THE EXCLUSION OF IMPLIED WARRANTIES, THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, IS EXPRESSLY LIMITED TO THE APPLICABLE PERIOD OF DURATION OF THIS LIMITED WARRANTY, DESCRIBED ON THE PREVIOUS PAGE. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion of implied warranties, so this limitation may not apply to you.

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