



Mattress Limited Warranty

Our Assurance of Quality

Congratulations on your new Shepherd's Dream LLC® All Wool Mattress. Our goal is to provide the highest quality product, assuring you of the most comfortable and healthful night's sleep possible. We have made every effort to guarantee that you will enjoy your purchase for as long as you own it. We take great pride in our work and value our customers as well as our mutual commitment to supporting sustainable, healthy products and industry.

Shepherd's Dream LLC® Limited Warranty

Because we strongly believe in the quality, design and craftsmanship of our products, Shepherd's Dream LLC® mattresses are warranted against manufacturing defects in workmanship and materials for a total period of 25 years. The 25 year warranty covers 10 years non-prorated from the day of purchase and 15 years prorated thereafter. At the beginning of the prorated period of time, the customer will be responsible for paying 1/3 the cost of the original mattress plus the difference in cost of the current mattress price. Every subsequent year, the mattress will lose 15% of its original value until it has no value left at 10 years.

If you observe a defect, contact the authorized dealer from which you purchased the mattress. If the dealer cannot be reached or if you purchased directly from Shepherd's Dream LLC®, please email at RMA@shepherdsdream.com and we will contact you within 7 business days. You can also write a letter to Shepherd's Dream LLC® Customer Service Department, 140 S. 11th Street, Montague, CA 96064 or call our Customer Service Hot Line at 1-800-966-5540. You must, within the duration of the warranty, provide proof of purchase (a copy of your invoice/sales receipt), date of purchase, description of damage, provide at least 3 pictures of the damage, and be the original purchasing consumer.

If defective in workmanship or materials, your Shepherd's Dream LLC® mattress will be repaired or replaced at our discretion and exclusive of transportation and inspection costs. If identical materials are not available at the time of repair or replacement, the Shepherd's Dream LLC® reserves the right to substitute materials of comparable quality. All other claims including incidental or consequential damages are precluded.

Any and all implied warranties on this product shall not exceed in duration the term of this limited warranty. This warranty begins on the date you purchase your mattress. If your mattress is repaired or replaced, this limited warranty will not be renewed or extended.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply. This warranty gives you specific legal rights. You may also have other rights, which vary from state to state.

Please refer to the Care Guidelines section for proper mattress care to *avoid invalidating your warranty*.

Warranty Coverage, Limitations, and Care Guidelines

Limited Warranty Coverage

The Limited Warranty covers only the following items for the original purchaser of the mattress, and only covers manufacturing defects or materials when the mattress is subject to proper handling, care, and normal use and in conjunction with a bed frame that provides proper support.

- Body impressions, compression, ridges, nesting, or sagging in the mattress that measures greater than 2"-3"
- Weak/damaged seams or flaws in the fabric that could reduce the longevity of the item

The Limited Warranty does NOT cover items not expressly listed in the "Limited Warranty Coverage" section, such as, but not limited to:

- Transportation and inspection costs
- Bedding used in hotels, motels, or institutional facilities
- Bedding sold "as is", used bedding, floor samples, or bedding purchased from second hand parties, non-retail establishments or received as a promotional item.
- Unused mattress height variations
- Comfort preference
- Body impressions, compression, ridges, nesting, or sagging in the mattress that measures less than 2"-3"
- Damage due to misuse or abuse, improper care, inappropriate or incorrect bed frame use

- Fabric stains, soiling, fluid penetration, tears or burns
- Alterations to original structure or design

Important Information

Shepherd's Dream LLC® reserves the right to refuse service and invalidate the warranty when the mattress, even if defective, is in an unsanitary condition (due to blood or bodily fluid stains, pathogens or soiling, infestation or other unhealthy substances or abuse), when the mattress has evidence of damage from liquid penetration, cleaning or the use of cleaning fluids, or whenever the product failure is caused by factors other than defective workmanship or materials.

Allowing the mattress to be in an unsanitary condition may damage the product and invalidate the warranty. For the health and safety of anyone who would be required to dispose of, or otherwise handle the mattress, Shepherd's Dream LLC® may refuse to inspect such products to assess whether covered by the warranty, in which case, Shepherd's Dream LLC® reserves the right to deny warranty coverage.

The use of cleaning fluids may damage the fabric and materials in your mattress. Allowing water or other liquids to penetrate your mattress may damage the layers of wool causing materials to excessively compress, felt and mold. Any of these situations may result in damage that will invalidate your warranty.

This warranty is given by the Shepherd's Dream LLC® whose name and address appear on the law tag attached to your mattress. We recommend that you examine the law tag attached to your mattress and record the date manufactured, size, and weight on this warranty. Retain the law tag and proof of purchase to validate warranty coverage.

Care guidelines to assist you in maintaining your mattress quality in order to avoid invalidating your warranty:

- Immediately remove your mattress from its packaging, unroll it, and lay it flat.
- Air circulation is important for the wool to breathe, **do not** place your All Wool Mattress on the floor.
- Use proper support of your mattress in the form of a platform bed frame that offers center support and slats that measure 2 ½" wide with spacing no more than 1 ½" for proper air circulation.
- During the first 6 months of use, rotate and flip your mattress **every week**, head to toe, front to back and vary your sleep area and positions. If you have an Eastern King mattress, the mattress can be rotated in all four directions creating ideal, even compression. After the first 6 months, regularly and consistently (at least once each season) rotate and flip your mattress. This will promote even wear and extend the life and quality of the mattress.
- Use a natural, breathable mattress protector while sleeping on your All Wool Mattress. The mattress protector will help keep body moisture from being absorbed into your mattress and will protect your mattress from stains and spills. A natural washable mattress protector will help to extend the life of your mattress.
- Keep your bedding clean by changing your sheets often, vacuuming your mattress occasionally, cleaning other bedding products as recommended by the manufacturer, and maintaining a healthy environment.
- **Once a year**, gently roll and/or tie the mattress to easily move it. Use two people to carry and place your mattress in the sun and air to sanitize and refresh it. Unroll it on a natural, clean surface and let it sanitize for 6-10 hrs. You may place a natural, breathable cover to protect it against environmental soiling.
- If you don't have a way to air it outside, you may place it in a sunny window with exposure to fresh air or keep it dry by placing it near a heat source or dehumidifier.
- If you need to store your mattress for an extended period of time, please store it flat, out of direct sunlight or heat source, and fully sealed in plastic for ultimate protection.
- For light soiling or stains, spot clean with natural soap (ideally a natural wool wash) and water. Refer to the product care sheet for complete care instructions. **Do not** use conventional cleaning fluids on your mattress. The chemicals may damage some of the materials. For heavy soiling please contact our Customer Service Hotline for suggested cleaning methods.
- **Do not** bend excessively or jump on your mattress under any circumstances. Such treatment may damage the mattress and void your warranty.
- **If** you remove the law tag at the end of your mattress, save the information as this tag has the identification needed to establish your warranty rights.

Your Shepherd's Dream LLC® All Wool Mattress does exceed the Federal Fire Retardancy Standards. However, the mattress's flame resistance may be seriously impaired if any of the following occurs: if it is used in conjunction with an unnatural or un-breathable mattress, mattress topper or foundation; if it is damaged, torn, punctured or generally misused or abused; if it is treated with a stain repellent or similar post purchase application.