

How long should it really last?

Nothing lasts forever with the exception of true love and diamonds. And last we checked, you cannot make a mattress out of love alone; and a mattress made out of diamonds wouldn't be very comfortable. After 10 years, which is roughly 3,650 nights, or approximately 29,200 hours of unceasing sleep on our organic mattress, you can imagine that your mattress might be exhausted at this point. And its materials may have aged so much, that it cannot give you the kind of support you need. (After 29,200 hours of work, you might not be able to do your job either.) And that's why we recommend purchasing a new mattress after a ten-year time period.

Wait... did you just say that it will last 10 years, but you offer a 25 year warranty? Correct, this is why we have a prorated warranty because after 10 years, most mattresses begin to give out and start to lose some of its comfort and support.

Until recently, we preferred to only offer 10 year warranties, but everyone else is giving prorated 20 and 25 year warranties. And, people believed that our mattresses weren't as good as our competitors because we gave a shorter warranty even though you need to pay to get a replacement after 10 years. So, we gave into peer pressure.

What should I do if I think that I have a warranty claim?

Please review the exclusions. (We just hope that you read them before you purchase your mattress so that it isn't a surprise.) If you believe you have one, please contact the retailer that you purchased the mattress from. Provide them with a description and photos of the defect. If your retailer is unable to assist you, please email our customer service representative, Haywood Jabuzoff, at info@wjsouthard.com.

If you don't hear from us, we are ignoring you and hoping the problem will go away. In all seriousness, if you don't get a response within 48 hours, please try again. Or, post it on a complaint website. And, then like most companies, we will finally respond.

Out with the Old.

After your mattress has reached its natural life expectancy, return the materials to nature by recycling your mattress. Please contact us to find out more about a recycling program in your area. We know you're itching to make up your bed, and crawl beneath the sheets (if we haven't already put you to sleep.) We apologize for the short delay, but appreciate your taking the time to read our care instructions and warranty. Sleep well.



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MATTRESS



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25 YEAR PRORATED LIMITED WARRANTY

(Or, bed time reading that will most certainly put you to sleep.)



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EST. 1915



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MATTRESS**

What is the limited warranty period?

25 years with the first ten non-prorated and the final fifteen prorated from the date of purchase. Basically, if you want a replacement after the first ten years, you will pay to get a replacement. For example, you bought a \$2,000 mattress. After 11 years, it starts to sag. You will need to pay \$960 plus transportation costs.

And, now the fine print and exclusions

Wait... we are supposed to hide this stuff and never talk about it. It's one of our dirty little secrets, but we'd rather have you know now. And, just remember that we are a small family business and not looking to enforce our fine print with an iron hand. We're real people and not some behemoth, soulless corporation. If you have a problem, get in touch with us.

How to make sure you keep your warranty?

Please read our product care card so that we can't deny your warranty claim at a later date.

Waste Not. Want Not. (We know we're sounding like your mom again.)

You're human. And we know humans change their minds. But we simply cannot take your mattress back if you suddenly change your mind—and it's for good reason. We strive to be environmentally friendly in everything we do. A lot of time, energy and materials went into making your mattress. And if we were to take a mattress back every time a person changed his or her mind, it would fly in the face of trying to be environmentally conscious. (And we really hate it when things fly in our faces). For that reason, we will only replace or fix your bed because of a structural defect and not the following reasons:

Height. Last we checked, spontaneous growth/shrinking does not happen. If you one day decide your bed is too tall or too short, we cannot take it back.

Sheets. We will not take your mattress back because your sheets do not fit.

Softening. Yes, mattresses soften overtime, unless you want to sleep on a slab of concrete.

Age. We hate to be the one to tell you this, but you are getting older. As you age, your body will change. Unfortunately, your mattress won't change with you. What feels good today, might feel hard five years from now—and while we feel your pain (because we too are aging), we cannot cover that.

Looks. It's what's inside that counts. You are going to put sheets over it. Right? So, remember that mattresses sometimes have or develop missing stitches, small tears, scuffs, pilling, and pleats in the fabric, crooked seams, loose threads, and other slight cosmetic flaws. It will not affect the way you sleep unless you are the princess and the pea. (If you are, we may not be the mattress for you.) Still concerned about the minor imperfections? Take a photo and email us. We'll let you know if it will affect the performance of your mattress.

Impressions. Gentle body impressions less than an inch and half and subtle shifts are perfectly normal, but it will not affect the performance of your sleep system. The materials should conform to your body like a pair of shoes. Proper care will prevent normal body impressions from becoming sags and prolong your mattress' longevity.

Aromas. (A nice way of saying it smells.) It's natural. What do you expect? We could chemically treat it so the organic mattress doesn't smell? We'd prefer to go au naturel. Still concerned? Let it air out. The odor will dissipate within a few days. In the end, it is better than breathing in VOCs from synthetic materials.

Handles. Use them to position the mattress, but NOT to lift the mattress.

Sensitivities. If you suffer from any chemical sensitivities or are allergic to any materials. Make sure that you test them out before buying. Your retailer will be able to provide you with some samples. If you have any doubt, please look elsewhere. We'd rather have you sleep better than buy a mattress from us.

Other considerations.

- Please keep your receipt and law tags. Be sure to have it in case there are any problems.
- Unfortunately, things change and we may have to substitute materials or models of equal or greater value and can not guarantee that the replacement will match the existing piece.
- If your organic mattress is repaired or replaced, it will not extend or start a new warranty period.
- If the mattress is defective, we ask you to pay for delivery of the new mattress to your home.
- The warranty period is extended only to the original purchaser of the organic mattress.