

kakūn by resthouse

Kakun Six, Nine, Ten and Twelve Mattresses

20 YEAR LIMITED WARRANTY COVERAGE

Warranty Terms: First 10 years non-prorated. Second 10 years prorated from day one.

Congratulations on the purchase of your new Kakun mattress and your new sleep experience. There may be an adjustment period as you get used to your sleep system. The mattress sometimes needs to be broken in, just like a new pair of shoes. We ask that you stick to your configuration, and not change the layers around for at least 30 nights. If you experience persistent discomfort after this trial period, please give us a call at 1-844-855-7378 to chat with us about the issues. The period for your one-time/once-per-side Comfort Adjustment is the first 180 days after receiving your mattress. **Comfort Adjustment not available for the Kakun Six Mattress.*

Do's and Don'ts:

- Make sure the rubber cores are correctly aligned inside the cover.
- Place your mattress on a slatted foundation or an equivalent solid wood slat base.
Slats for both support options should measure between 1-4 inches wide and be at a maximum of 3 inches apart. All Double, Queen, King and Cal. King mattresses should have a center support, to ensure proper support of the wood slats. Consult with our customer service department if you are unsure about the support of your current foundation.
- Protect your mattress with a Kakun mattress protector or with an equivalent mattress protector.
- Do not install the mattress directly on the floor, or on a solid platform. Your organic mattress needs to breathe properly.
- Do not allow the mattress to get wet.
- Do not wash any components of the mattress.
- For spot cleaning, unzip the outer cover of the mattress and gently scrub with a light soap and very little water. Air dry.

- Do not place the mattress in direct sunlight or direct heat source.
- Flip the inner layers to extend the lifespan of your mattress every 6 months.
- Mattress encasement is not washable.

DETAILS OF WARRANTY COVERAGE

Mattresses

- Stitches pulled out of the quilting
- Body indentations of 1.5 inches or greater
- Excessively lumpy feeling
- Sagging: Your mattress must be continuously supported by an appropriate frame. If unsure, contact our customer service.

Issues Not Covered

- Stains, soiling or burns
- Mold or mildew
- Transportation costs
- Comfort preference
- Sheet fit
- Damage due to abuse
- Structural damage due to improper bed frame
- Other possibilities not mentioned in this warranty
- Any odors/smells from fabrics and raw materials