

# **MATTRESS HUNTERS - MATTRESS WARRANTY**

## **10 YEARS LIMITED WARRANTY**

### **WE STAND BY OUR QUALITY PRODUCTS**

This Warranty page outlines the terms and conditions of the warranty provided by Matters Hunters on behalf of the Manufacturer, SouthBay International. Please carefully read and understand the following warranty information before making a purchase. By purchasing a product from the Vendor, you agree to be bound by the terms and conditions outlined on this Page.

Mattress Hunters warrant that this product is free from defects in workmanship and materials and will remain serviceable under normal use for the limited warranty period, from the date of delivery to the consumer, subject to specific limitations and expectations subsequently outlined in the limited warranty.

**Note:** Some states do not allow limitations on how long a limited warranty lasts, so consequently, the limitations may not apply.

### **WHAT IS COVERED**

- A visible indentation greater than three-fourths (3/4) of an inch, not associated with a sag in the foundation, slats, box springs, or platform.
- Physical flaws in the mattress core that split or crack despite normal usage and proper handling.
- The mattress cover is free from defective materials or workmanship for two (2) years from the date of purchase, under normal care and use.

### **WHAT IS NOT COVERED**

Warranties are made only to the original retail purchaser and do not cover used or distressed merchandise. The manufacturer reserves the right to refuse service for the 10-year limited warranty for the following:

- If the product has any liquid spills, physical damage, burns, cuts, rips, fading pilling, shrinkage of the cover, or is abnormally soiled or unsanitary.
- If the product failure is due to cause of misuse, abuse, or causes other than defective workmanship or materials.
- Commercial use.
- If the product was not used on a proper surface, such as a continuously solid surface, an adjustable base, or slats no more than two (2) inches apart capable of supporting the mattress and users. • If the purchaser neglected to follow the use and care instructions or uses the product in a manner other than sleeping or lounging.
- If the purchaser cannot provide proof of purchase.

- If the law tag was removed from the product.
- If the mattress was purchased from an unauthorized dealer.
- If the product does not meet the original purchaser's comfort preference.
- If the product has normal wear and tear. With normal use, mattress materials may include an increase in softness, decrease in elasticity, slight body impressions, and changes in support. These are characteristics of normal aging and are not to be considered a manufacturer defect.
- Replacement of the accompanying piece in a sleep system where only one piece is defective unless that accompanying piece is also defective. Mattress Huntersl does not warrant that this mattress is suitable for medical conditions or that it will protect the user against ailments, bacteria, viruses, or other organisms.

## **FILING A WARRANTY CLAIM**

Should the product qualify for a warranty claim within the limited warranty period, Mattress Hunters guarantee this product will be replaced or repaired at our option, without cost to you. If identical materials are unavailable for a replacement or repair of the product, we, the manufacturer, reserve the right to substitute other materials of equal or greater quality or comfort rating. The purchaser is responsible for all transportation costs to return the product to Mattress Hunters to validate the claim.

- Call Mattress Hunters at +1 514-243-1010 or email [help@mattresshunters.com](mailto:help@mattresshunters.com) to file a claim with a Customer Service Representative.
- Provide (A) Proof of purchase: receipt, canceled check, or other acceptable documentation (B) Date of manufacture; The law tag on the product will serve as a means of establishing the manufactured date.

## **PROPER SETUP**

- **PLACEMENT:** Before opening, place the mattress on a proper surface such as a continuously solid surface, an adjustable base, or slats no more than two (2) inches apart capable of supporting the mattress and users.
- **UNWRAP:** Use scissors to unwrap and unroll the mattress from the plastic; **DO NOT USE A RAZOR BLADE.**
- **EXPAND:** Allow the mattress to expand. It may take up to 72 hours for the mattress to fully recover and return to its original shape. You can sleep on it immediately; the body heat and movement will expedite recovery.

## **NEW MATTRESS SMELL**

Like a new car or pair of shoes, this mattress will smell fresh because we compress and roll our mattresses right off the assembly line to keep the products squeaky clean. If you are sensitive to this smell, ensure the room is well-ventilated, and do not put bedding on the product for at least the first 24 hours. After 24 hours, the smell should dissipate.

## **HOW TO CARE FOR THE MATTRESS**

A mattress protector is recommended but not required to protect and increase the mattress's longevity. Liquid damage of any kind does not qualify for a warranty replacement. If a liquid spill occurs, remove the cover immediately and allow the area to dry before covering it with the mattress cover. Mattress Cover: Machine wash on a cold, gentle cycle, and line dry. DO NOT dry clean, bleach, iron, or steam. Organic Cotton Mattress Cover: Spot clean only.

#### **DO**

- Rotate your mattress to give uniform wear to the sleeping surface.
- Use a mattress protector to protect and increase the longevity of the product.

#### **DON'T**

- Stand or jump on the mattress.
- Folded or bent for an extended time.
- Don't allow excessive moisture to saturate the mattress.

## **YOUR BODY AND THE MATTRESS**

Sorry to bring up the shoe analogy again BUT just like a great pair of shoes, your mattress needs to get acquainted with you too. Allow yourself an adjustment period of 60-90 days to determine if it's an excellent match. You will reap the rewards of a good night's sleep by committing to the mattress break-in period.

## **YOUR EXPERIENCE**

Thank you for your purchase. We hope you love it! If you do, please write a review on the site where you made your purchase. Reviews help us to continue providing excellent products and help others like you to find us and make confident purchasing decisions. You can also find more bedding products and accessories on our website <https://www.mattresshunters.com/> to enhance your sleeping and lounging experience.