

Warranty Information and Care Guide

Thank you for selecting a
Sound Sleep Product.

Made in the PNW, U.S.A.

10 Year Warranty



soundsleepsport.com

warranties@soundsleepsport.com

How to care for your new SPORT Mattress

Ensure proper support.

Your new mattress needs the support of the proper foundation, a compatible adjustable foundation or a bedframe with a center support and a wood slat head & footboard with two center legs.

Use a liquid resistant mattress protector

Spills and stains are not only unsightly, they can damage the integrity of the fabrics and foams. Foams can collapse, making them vulnerable to impressions.

Clean your mattress regularly

Cleaning your mattress regularly can reduce dust and allergen buildup. Using the handheld attachment of our vacuum during your regular cleaning cycle is a good way to stay on schedule.

In the event of spills or stains, do not saturate the foams and fibers with liquid cleaners and/or water, as they can damage the foam. When needed, spot clean stains using warm water and mild detergent. Let the surface dry completely before reintroducing the mattress pad or putting the sheets or any bedding back on.

Rotate to even out wear over time

Regular rotation of your mattress is not only required for this warranty, it also rejuvenates the fabric and internal foam layers to prevent premature sagging.

Moving your mattress

Make sure doorways are wide enough to move your mattress through without bending. **Do not use the handles to lift your mattress.** The handles are in place to assist with adjusting the mattress on a frame, not for lifting.

Register your Sound Sleep SPORT Product

Visit soundsleepsport.com and fill out the registration form.

What is Covered in our Mattress Warranty

Sagging or Sinking

Some sagging will occur after years of use, however excessive body depressions 1.5 inches or more prematurely, can be the result of product defect. In order to accurately measure a sagging or sinking mattress: Stretch a length of string over the width of a fully stripped mattress. When your string is tight, use a ruler or tape measure to measure distance between the string and deepest indentation.

- If premature sagging or depression of 1.5 inches or more when properly measured, as above, occurs.
- Loose or broken springs.
- Coils or wires that protrude through the fabric.
- Foundation squeaks or loose or broken wood, springs or modules.
- Manufacturing defects on the covered product, pertinent to the original purchaser only.

What is NOT Covered in our Mattress Warranty

This warranty is designed to protect consumers against product defects, but not against normal wear and tear that occurs after prolonged use. Items not covered in this warranty are:

- Normal body impressions less than 1.5 inches. Body impressions up to 1.5 inches are caused by the natural localized compression of upholstery materials used in the construction of premium bedding. *See measuring instructions above.*
- Handles (meant for positioning only, not lifting - *please see turning instructions*)
- Lumpiness or uneven surfaces caused by long-term use.
- Comfort preferences or firmness preference or other sleep comfort issues.
- Structural damage caused by the owner, example: improper frame support, border rods bent during moving or turning, pet related scratches or bites or permanent indentations caused by someone jumping on the bed or falling onto the mattress.
- Discoloration as a result of hand or machine washing.
- Merchandise sold "as is".
- Transportation costs to and from Sound Sleep Products. Consumer is responsible for the transportation costs.

Terms of Warranty

This warranty begins on the day you purchased your sleep set. Repair or replacement of this mattress or box spring does not extend its limited warranty or begin a new limited warranty period.

If a product is deemed defective under the terms and conditions of this limited warranty Sound Sleep Products, at its discretion, will repair or replace the defective item. If a product is replaced, Sound Sleep Products will endeavor to select the identical model, or if unavailable, a current model of equal or greater quality. Sound sleep Products cannot however guarantee the exact surface feel.

Sound Sleep Products shall not be liable for incidental or consequential damages which result through the use of this product.

Things that Void a Warranty

Removal of the Law Tag

This non-removable tag at the head of your mattress is your product's identification record and should not be removed or discarded.

'Do not remove this tag under penalty of law', only applies to the seller or manufacturer, the buyer is allowed to remove the tag without facing legal repercussions. However, the tag is considered your proof of purchase and removal of this tag automatically voids the warranty.

Improper Support

Consumer must utilize a box spring and/or bed frame that provides adequate support for the mattress. The warranty may be void if the box spring is old, misshapen or damaged, or if the bed frame is not equipped with a stability bar that supports the mattress in the center.

Stains

Liquids can corrode mattress foam, causing the product to break down and/or lose its structural integrity. Even small stains can void the entire warranty, buyers are encouraged to use a proper protective mattress pad beginning with first time use of the mattress.

Failure to Rotate your Mattress on a Set Schedule

Proper rotation rejuvenates the fabric and internal foam layers and can prevent premature sagging. Failure to rotate the mattress on schedule will void this warranty.

Selling the Mattress or Gifting to Someone Else

This warranty does not extend beyond the original purchaser. The warranty becomes invalid if the mattress is sold or gifted to another party.