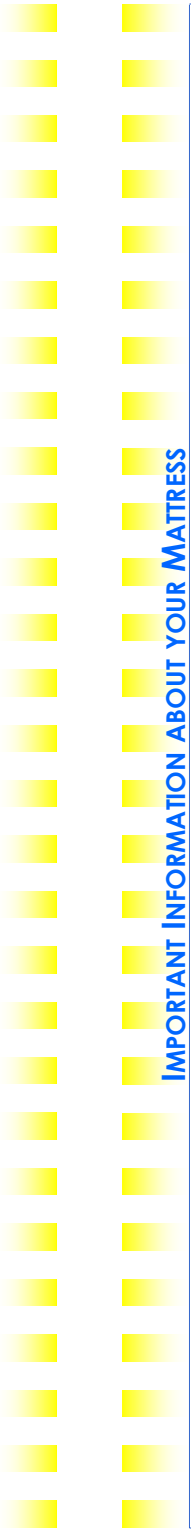


www.therapedic.com

# THERAPEDIC®



## WARRANTY INFORMATION



### IMPORTANT INFORMATION ABOUT YOUR MATTRESS

#### MATTRESS CARE

1. Never bend an innerspring mattress
2. Never bend a foam mattress more than 30°
3. Do not get your mattress wet
4. Use a quality bed frame. To avoid structural damage and voiding of your warranty, queen and king sets must be used with a rigid center support with a leg or bed slats.
5. If you purchased a mattress only, it must be supported by a quality comparable box spring or foundation.
6. Do not use an iron or apply excessive heat to your mattress.
7. We suggest that you use a mattress cover or pad to protect your mattress; a soiled mattress voids the manufacturer's warranty

**IMPORTANT - BODY IMPRESSIONS VS. SAGGING...THERE'S A BIG DIFFERENCE**  
 Many of today's top-quality mattresses use extra-plush foams and fibers to create comfort layers designed to cradle your body and relieve pressure. In the first few weeks you sleep on a new mattress with extra comfort support layers, you will likely notice some body impressions on the surface. These impressions are normal. They indicate that the comfort layers are conforming to your body, as they are supposed to do, and should not be considered a sign that something is wrong with your mattress.

**SETTLING ON EITHER SIDE OF A KING-SIZE MATTRESS IS NORMAL.**  
 King box springs and foundations are 2-piece units with supportive rods under the mattress center. It is normal for all king mattresses to experience some settling on either side of these rods - **this is not a manufacturing defect.**

#### USE, CARE & WHAT YOU MIGHT EXPECT FROM A FOAM MATTRESS

1. This warranty does not include a normal increase in softness of the visco material or a decrease in the slow recovery feature. These aspects do not affect the pressure-relieving qualities of the foam.
2. Your foam mattress is sensitive to temperature and humidity. In rooms of 65°F or less, or low humidity, the mattress will become somewhat firmer. However, it will readily warm and respond to your body temperature when you lie on it. Due to the temperature-sensitivity of the material, we do not recommend using an electric blanket or heating pad with the mattress. If your mattress has been subjected to temperature lower than 40°F, it is important that you let the mattress naturally conform to its new environment.
3. As with any new mattress, it may take time to become accustomed to your new foam mattress. Most people are very comfortable using their new mattress on the first night. Others, however, may need several days to adjust to the unique feeling.
4. If yours is a no-flip mattress, sleep on the quilted side only.
5. Due to its manufacturing process, this mattress may retain a slight odor. All foam materials have this characteristic; think of the way a new car smells. Due to the extremely high density of the foam, it may carry the factory odor for up to 3 weeks. This is normal and harmless.

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Place  
Stamp  
Here

Therapeutic Mid-Atlantic  
 PO Box 108  
 2904 Hwy 43 North  
 Pinetops, North Carolina 27864

# Therapedic Worldwide Limited Warranty

Congratulations on the purchase of your new Therapedic sleep system! With your selection you join millions of people around the world who have decided a superior mattress can make the difference in the quality of sleep they enjoy.

Your sleep set is warranted against manufacturing defects in workmanship and material. **If you observe a defect, contact the retailer from which you purchased the set.** If the store cannot be reached, please contact Therapedic International's Mid-Atlantic factory at 1-800-849-5330. In either case, you must, within the duration of the warranty, provide proof of purchase (including date of purchase) and be the original purchasing consumer. Model name label and law label must be attached to identify the bedding and validate this warranty. Your mattress and/or foundation will be repaired or replaced (at our option) with charges as shown on the warranty schedule, exclusive of transportation and inspection costs. All other claims including incidental or consequential damages are precluded.

**Therapedic reserves the right to refuse service and invalidate the warranty when, upon inspection, the sleep set is found to be in an unsanitary condition or when the product failure is caused by factors other than defective workmanship or materials.**

If identical materials are not available at the time of the repair or replacement, the manufacturer reserves the right to substitute materials of equal quality.

**The Therapedic Warranty covers only the following items during normal use:**

- Mattress**
- Wires that are loose, broken or protruding through fabric
  - Sagging that measures 2" or greater only if the mattress has been continuously supported by a matching foundation (or equivalent) and used with an appropriate frame with center support, or a minimum of 5 cross slats with center support that extends to the floor
  - Body impressions greater than 2"

**Foundation**

- Broken or loose support elements, but only when continuously supported with an appropriate frame with a center support or a minimum of 5 cross slats with center support that extends to the floor.
- Compression or unslapping of support elements
- Broken or loose grid top
- Loose, bent or defective wood beams

**The Therapedic Warranty DOES NOT cover items such as, but not limited to:**

- Bedding sold "as is", floor samples, or bedding purchased from second hand parties, non-retail establishments or received as a promo item
- Bedding height
- Comfort preference of the product
- Bent perimeter border rods due to moving or bending the sleep set
- Corner guards
- Fabric stains, soiling or burns
- Replacement of another piece in a sleep set unless it is also defective.
- Transportation, inspection, and/or removal costs
- Normal body impressions less than 2"
- Sagging in the mattress less than 2"
- Damage of the mattress or foundation due to abuse
- Mattress damage due to an inappropriate foundation
- Sheet fit
- Mattress fabric
- Quilt stitching or threads on the panel or border

## WARRANTY REGISTRATION CARD

To register your new mattress, please complete and mail this card today.

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City, State, Zip: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Email: \_\_\_\_\_

\* Customer is required to return this Registration Card to activate Warranty.

All implied warranties on this product shall not exceed in duration the term of this limited warranty. This warranty begins on the day you purchase your sleep set. If your sleep set is repaired or replaced, this limited warranty will not be renewed or extended. Please refer to the Warranty Schedule on this card to determine the length of your warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages 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. This warranty is given by the Therapedic manufacturer whose name and address appear on the law label attached to your Therapedic product.

**This warranty does not apply to products used in hotels, motels, or institutional facilities.**

To register your product, please visit [www.therapedic.com/registration.html](http://www.therapedic.com/registration.html), or return the attached warranty card within 30 days of purchase.

## Therapedic Warranty Schedule

| Code | Total Warranty Period (yrs) | No Charge Warranty Period (yrs) | Customer Charge after No Charge Period* |
|------|-----------------------------|---------------------------------|---|
| 155  | 15                          | 5                               | 1/15                                    |
| 152  | 15                          | 2                               | 1/15                                    |
| 151  | 15                          | 1                               | 1/15                                    |
| 1010 | 10                          | 10                              | -                                       |
| 102  | 10                          | 2                               | 1/10                                    |
| 101  | 10                          | 1                               | 1/10                                    |
| 55   | 5                           | 5                               | -                                       |
| 51   | 5                           | 1                               | 1/5                                     |
| 1    | 1                           | 1                               | -                                       |

\* Multiply pro-rated amount of purchase price by number of years used.



### CUSTOMER INFORMATION

### PRODUCT INFORMATION

Model Number / Name / Size: \_\_\_\_\_  
 Warranty Code (listed on law label): \_\_\_\_\_  
 Purchase Date: \_\_\_\_\_  
 Purchase Price: \_\_\_\_\_  
 Purchase Location (Store, City, State): \_\_\_\_\_