

Welcome To The Naturepedic® Family

Congratulations on your new Naturepedic luxury mattress or sleep system. Our goal is to provide the highest quality products using certified organic materials that assure you the most comfortable and natural sleep possible. We don't use the term "organic" lightly. The organic materials that we use are certified organic by one or more independent certifications, ensuring that we can trace the materials back to their origin and confirm their purity. Naturepedic is proud to be one of the only independently certified organic mattress manufacturers in the United States.

Below you will find the basic outlines of our comfort exchange policy and warranty. We are a small family owned company dedicated to customer satisfaction and we will do our very best to meet and exceed your expectations. So please feel free to reach out to us with any concerns before and after your purchase.

Naturepedic Luxury Organic Limited Warranty

Who and what does this Warranty cover?

This Warranty is not transferable and only covers you if you are the original purchasing consumer and owner of the Product and purchased it directly from Naturepedic or from an authorized dealer. Because we strongly believe in the quality, design and craftsmanship of our products, Naturepedic products are warranted against defects in workmanship and material for your Naturepedic mattress, foundation, or pillowtop (the "Product") you have purchased.

What will Naturepedic do? If after inspection, the Product is found to be defective, we will at our option repair or replace the Product, subject to the limitations and exclusions herein. Naturepedic reserves the right to substitute material or product of equal or higher quality. Repair or replacement does not extend the original period of limited warranty, nor does it constitute the beginning of a new limited warranty period.

How long does the coverage last?

For purchases of a Naturepedic adult luxury mattress or foundation, this Warranty lasts for twenty (20) years from the date of purchase. The first ten (10) years are a full repair or replacement warranty. The last ten (10) years will be prorated based on a 50/50 percentage basis. Starting at the 11th year, you will receive a repair or replacement credit equal to 50% of the original purchase price. The credit will decrease by 5% each year for the following nine (9) years. If the mattress or foundation is used in a commercial facility (e.g. hotel) then this Warranty is limited to five (5) years, non-prorated.

For purchases of a Naturepedic adult luxury pillowtop, this Warranty lasts for ten (10) years from the date of purchase. The first five (5) years are a full repair or replacement warranty. The last five (5) years will be prorated based on a 50/10 percentage basis. Starting at the 6th year, you will receive a repair or replacement credit equal to 50% of the original purchase price. The credit will decrease by 10% each year for the following four (4) years. If the pillowtop is used in a commercial facility (e.g. hotel) then this Warranty is limited to three (3) years, non-prorated.

What is not covered by this Warranty? Every Naturepedic product is constructed individually, one at a time. As such, some degree of individualization of the finished product is an inherent part of that product. Imperfections that do not prevent reasonable continued use of the Product are not considered to be defects. The use of cleaning fluids may damage the fabric and materials in your mattress. Allowing water or other liquids to penetrate your mattress may damage the layers of upholstery, causing materials to compress. As such, we strongly recommend that your sleep system be protected with a waterproof pad to ensure that your sleep system remains in a clean and hygienic condition throughout its natural lifetime.

This Warranty excludes: (a) surface fabrics, quilting, and corner guards; (b) minor imperfections and slight cosmetic flaws; (c) normal wear and tear; (d) tears, stains, soiling, burns, and discoloration that occur over time; (e) dampness or mold; (f) firmness preference or a change in comfort; (g) sagging or body impressions of any dimension if the mattress is not supported by a solid platform or a foundation equivalent to what is offered by Naturepedic; normal body impressions not greater than 1.5" in the mattress as measured below the quilt level (settling of the fiber in the quilt is to be expected and is not considered a defect); (h) allergies and sensitivities; (i) naturally occurring cotton, wool, or latex aromas; and (j) Products sold or given away as promotional items, "as is," or "floor models."

In addition, this Warranty does not cover conditions resulting from abusive handling, misuse, or neglect, and the following, if found upon inspection, will void your Warranty: (a) damage of the mattress or foundation due to misuse or abuse; (b) any unsanitary condition; (c) burns; (d) improper or inadequate return packaging; (e) missing law label; (f) improper bed frame; (g) folding or bending the Product; (h) jumping on the Product; (i) attempting to clean the Product in an inappropriate manner; and (j) improper storage of the Product.

This Warranty does not cover shipping charges associated with returning the damaged Product or with shipping any replacement Product.

ADDITIONAL LIMITATIONS. THIS WARRANTY DOES NOT COVER DAMAGES IN EXCESS OF THE PURCHASE PRICE THAT YOU PAID FOR YOUR MATTRESS. ADDITIONALLY, TO THE EXTENT PERMITTED UNDER STATE LAW, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES ARE NOT COVERED BY THIS WARRANTY. FOR COMMERCIAL AND ALL OTHER NON-CONSUMER USE THERE ARE NO WARRANTIES BEYOND THIS WARRANTY EXPRESSLY STATED ABOVE, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, WHICH WARRANTIES ARE HEREBY SPECIFICALLY EXCLUDED. IF YOU ARE A CONSUMER WHO PURCHASED YOUR PRODUCT FOR PERSONAL, FAMILY, OR HOUSEHOLD PURPOSES, THE AFORESAID IMPLIED OR STATUTORY WARRANTIES ARE LIMITED TO THE DURATION OF THIS EXPRESS WARRANTY OR THE MINIMUM PERIOD PERMITTED BY LAW.

Your rights under state law. Some states do not allow the exclusion or limitation of incidental or consequential damages in connection with the sale of consumer products, so the above limitation or exclusion of incidental or consequential damages may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Other terms and conditions. Naturepedic makes no medical or health claims regarding its mattresses or other products. Allergies, discomfort, or other conditions, are not covered under this Warranty. Any questions or concerns regarding medical or health conditions should be addressed by a licensed physician.

How to make a claim under this Warranty. In order to claim your warranty you must be able to provide the original law tags, and proof of purchase (including date of purchase). To make a claim under this Warranty, please send: 1) a brief written description of the problem; 2) a picture of your Product's law label; and 3) proof of purchase (such as an original dated sales receipt), postage prepaid, to Naturepedic at: 16925 Park Circle Drive, Chagrin Falls, Ohio 44023. For more information, please call 1-800-91-PEDIC (1-800-917-3342 or 440-543-1483) or visit www.naturepedic.com to submit it via email.