



**Our mattresses are designed to exceed the highest standards, and we stand behind their quality, year after year. Simply put, if your new mattress has a manufacturer's defect within 10 years of purchase, we'll replace it or repair it.**

This Limited Warranty only covers manufacturing defects in a mattress when it is subject to proper handling and normal use in conjunction with a proper solid foundation. A proper solid foundation must provide sturdy support for the mattress, include a center support, and have at least 5 legs for Queen, King and Cal King, with one leg serving as a center rigid support, and 4 legs for Twin and Full mattresses. Solid foundations should offer ample structural support to the mattress which is continuous with no holes, slats, or springs, offering a minimum of 19mm thickness of solid wood or comparable. Hanseatic Bedding Products, Inc. will require Purchaser to provide proof of the quality of the foundation used in conjunction with the mattress, if Purchaser makes a claim under this Limited Warranty. Hanseatic Bedding Products, Inc. makes no representations whatsoever as to the structural integrity or rated load for any foundation not manufactured by or for Hanseatic Bedding Products, Inc. Coverage under this Limited Warranty is excluded if the foundation, is determined, in Hanseatic Bedding Products, Inc. reasonable discretion, to be inadequate, or if the mattress is found to be in an unsanitary condition.

**\*Your mattress will have a 10-year limited warranty with any warrantable repairs or replacement during the 10-year period being provided without a deductible.**

## IMPORTANT INFORMATION

### NATURE OF ISSUE

### POSSIBLE SOLUTIONS

#### Body Impressions

Body impressions do not necessarily indicate that a structural weakness or breaking down of cushioning materials or the innerspring unit has occurred. Generally, these impressions are the natural occurrence of the mattress filling materials (fiber, cotton and foams) are conforming to the user's individual weight, size, shape, and body characteristics. Up to one and one half (1.5") inch body impressions are considered normal wear and are to be expected product characteristics.

Body impressions are not normally considered to be a mattress manufacturing defect. Rotating your mattress will help to reduce these impressions.

#### Squeaks or Noises

Squeaks, or noises, usually originate from the supporting platform frame, headboard, or footboard. Remove the mattress from the platform. Check the frame by pushing down in several locations to find the source of the noise. If the noise cannot be located, replace mattress on the bed frame, or bed, and repeat the test.

# EXPLANATION OF THE LIMITED MANUFACTURER'S WARRANTY COVERAGE

## LENGTH OF WARRANTY

Your warranty protects you from the day you receive mattress. If a repair or replacement of your sleep product occurs, this warranty continues your protection from the original date of purchase.

## WARRANTY COVERAGE

In order for this limited warranty to be valid, you must be the original purchaser and have purchased the mattress directly from Hanseatic Bedding Products, Inc. If a defect occurs during the warranty period, then our company will replace the defective mattress within a reasonable amount of time.

**NOTE: IF THE PRODUCT YOU HAVE IS SOILED OR STAINED YOUR WARRANTY  
COVERAGE IS AUTOMATICALLY VOIDED-NO EXCEPTIONS.**

This limited warranty covers the following during normal usage. Products used in the hotel hospitality industry or as part of what is considered as commercial use and are not covered under limited Manufacturer's Warranty.

## MATTRESS:

- Coils or wires that are loose, broken, or protrude through fabric
- Body indentations greater (deeper) than 1.5"
- Sagging: your mattress must be continuously supported by a solid platform bed with an appropriate support frame. The frame or bed should include a rigid center support with at least 5 legs for queen and king sets. A rigid center support is equal to a support that extends from the solid platform base to the floor. Failure to support your sleep set with the proper support system could void your warranty.

## ITEMS **NOT** COVERED:

Items and damages not specifically listed in the "Warranty Coverage" section are not covered. Including but not limited to:

1. Comfort preference.
2. Cover pilling associated with normal wear and use.
3. Physical abuse or damage to the structure and/or cover material, including but not limited to: burns, cuts, tears, liquid damage, or stains.
4. Damage associated with an improper foundation. See above description of a proper bed foundation.
5. Normal indentations or sagging of less than 1 ½". If it is determined that an indentation is caused by misuse, abuse or factors other than a product defect, this warranty will not cover that condition.
6. Odors.
7. Mildew or mold occurring after use of the mattress, unless discovered within 30 days of purchase of the mattress.
8. Damage caused by other actions or events beyond Hanseatic Bedding Products, Inc. reasonable control.

9. Damages determined to be due to abuse, or found to be an unsanitary condition, or when product or component failure is caused by anything other than defective workmanship or materials
10. Delivery fees, or fees collected from retailer of your original purchase.

