



PureRest Organic Mattress Warranties

ADULT MATTRESS WARRANTY: All PureRest mattresses and foundations in Twin, Full, Queen, King or California King sizes carry a 10-year fixed and 20-year prorated warranty against defects in materials or workmanship. Usually any such defects will be obvious within the first few months after your mattress arrives. Please contact us promptly if you have any problems with your mattress, so that we can help to facilitate any warranty claims.

If you have a valid warranty claim, PureRest will repair or replace the affected mattress component or the entire mattress at their discretion during the first ten years after purchase. For claims made between ten and twenty years after purchase, PureRest will offer a proportionate discount on the purchase of a new mattress.

This warranty is non-transferrable.

There is no warranty card for you to complete and return. Your name and purchase information will be kept on file both at Healthy Green Goods and at PureRest.

This warranty does not cover:

- Mold due to customer misuse. Please see our Mattress Care sheet regarding this issue.
- Sagging due to use on an improper foundation. Please see our Mattress Care sheet regarding this issue.
- Rips or tears created by the customer or other end user.
- Damage due to folding or bending the mattress.
- Normal wear and tear.

CRIB MATTRESS WARRANTY: All PureRest crib mattresses are covered by a 10-year fixed warranty which carries the same conditions and restrictions as the warranty on their adult mattresses (see above).

MATTRESS RETURNS: We are very sorry, but we cannot accept returns on **any** mattress that has been opened by the consumer. This is because we cannot guarantee to our customers that an opened and returned mattress is still organic and sanitary. If your mattress is defective, then it can be exchanged under our warranty policy. If your mattress feels too hard, which is the most common problem, then we would suggest buying a wool or natural rubber topper to put on the mattress. If you bought a zippered mattress, please see below regarding the 30-day comfort exchange. We apologize for any inconvenience this may cause.

30-DAY COMFORT EXCHANGE: Your Zippered Harmony, Zippered Sagittarius or DIY Mattress comes with a 30-day comfort exchange option, which allows you to exchange one layer for a softer or firmer layer if you are not completely satisfied with the feel of your mattress. You must initiate this exchange within one calendar month of the date your mattress was delivered (to be determined by UPS, ABF or Joey's Movers records, as applicable to your delivery). The customer will be responsible for the shipping charges to send the new layer and to return the old layer to PureRest. Please call us if you are not comfortable on your new mattress after one week of sleeping on it so that we can help you to review your options in a timely manner. This exchange does not apply to the zippered mattress cover, which is not returnable once opened.