



## Welcome!

Thank you for purchasing our DORMEO® mattress. You've made an important step in improving the quality of your sleep and well-being.

You are going to love your DORMEO mattress! We believe we've created the world's most comfortable mattress without compromising quality, support, or the environment.

Our years of research have resulted in a new technology with all the best qualities of memory foam and metal springs, and none of their drawbacks. You will enjoy more comfort, fall asleep faster, spend more time in deep REM sleep and wake up feeling refreshed.

**That's the DORMEO difference—the next generation of mattress.**

*Jon Stowe*  
Jon Stowe  
Chief Executive Officer  
DORMEO, North America



## Use and Care

### Let your mattress breathe

After your mattress has been delivered please leave the bed uncovered for a few hours to allow it to breathe and acclimate to your home environment. Your DORMEO® mattress, with its open air mesh sides, has excellent ventilation and you'll enjoy that "clean sheets" feeling night after night.

### Use our DORMEO Foundation

If you didn't purchase our Foundation, Bed Divan or Adjustable Base with your mattress, please make sure you use a foundation or base that fulfills the requirements stated in this Warranty.

### Protect your new mattress

We recommend you buy a washable mattress protector to protect your bed from accidental spills.

DORMEO mattress covers can be spot-cleaned or dry-cleaned. If fluids do soak through, use a dry towel to remove excess moisture and a damp cloth to wipe away any stains, then leave the mattress to air dry.

**If you have any questions, please contact our Customer Service Department at 1-800-896-2802 or [customer.info@dormeona.com](mailto:customer.info@dormeona.com).**



LEARN MORE



© 2014 DORMEO N.A. All rights reserved. 0814



**10 Year Limited Mattress Warranty • Use and Care**



# 10 Year Limited Warranty

DORMEO North America ("DORMEO") provides a ten (10) year express limited warranty for its DORMEO® mattresses (the "Warranty Period") which commences ninety (90) days after the original date of delivery. In our sole discretion and option during the Warranty Period, we will repair or replace the original purchaser's DORMEO mattress if it is defective due to faulty workmanship or materials, subject to the limitations described in this warranty. An original proof of purchase receipt or online warranty registration is required for any and all warranty claims.

At our option, we will replace or repair defective workmanship or materials at no cost, other than all one-way shipping (see Shipping and Handling section) to the original purchaser. **ONE-WAY SHIPPING AND HANDLING COSTS ARE THE RESPONSIBILITY OF THE ORIGINAL PURCHASER FOR ALL WARRANTY CLAIMS.**

THIS WARRANTY IS APPLICABLE ONLY TO THE ORIGINAL PURCHASER OF THE DORMEO MATTRESS FROM AUTHORIZED RETAILERS AND DIRECT FROM DORMEO. THE ORIGINAL PURCHASE RECEIPT OR A PROPERLY REGISTERED DORMEO MATTRESS WARRANTY IS REQUIRED FOR ANY WARRANTY CLAIM. MATTRESSES PURCHASED FROM UNAUTHORIZED THIRD-PARTY RESELLERS, OR OTHER NON-AUTHORIZED SELLERS (INCLUDING, BUT NOT LIMITED TO, SALES VIA EBAY INC., AMAZON.COM, INC., ETC.), SHALL RENDER THE WARRANTY NULL AND VOID IN ITS ENTIRETY. THIS WARRANTY DOES NOT APPLY TO FLOOR MODELS OR "DEMOS." DORMEO SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. THE FOREGOING WARRANTY IS EXCLUSIVE AND NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE MADE HEREUNDER OTHER THAN THE WARRANTY DESCRIBED HEREIN.

All warranty claims must be submitted in writing to DORMEO describing the nature of the alleged defect, and, in addition, must be accompanied by photographic evidence of the alleged defect, and proof of purchase or warranty registration. This information will be used for evaluation purposes by DORMEO, in its sole discretion. Failure to provide the foregoing materials may result in rendering the Warranty null and void in DORMEO's sole discretion.

DORMEO mattresses are designed to work on a firm, solid-surface, non-spring foundation or adjustable bed base that is structurally capable of supporting the weight of purchaser's DORMEO mattress and user(s). This limited warranty and other performance warranties are based on tests conducted on "sets" that consist of OUR MATTRESSES AND OUR FOUNDATIONS/ADJUSTABLE

BED BASES. THEREFORE, IF PURCHASER USES INAPPROPRIATE FOUNDATIONS, BOX SPRINGS, ADJUSTABLE BED BASES, OR BED FRAMES WITH THIS MATTRESS, SUCH USE WILL VOID THIS LIMITED WARRANTY AND ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. DORMEO may require purchaser to provide proof of the quality of the foundation, adjustable bed base, or bed frame used in conjunction with the mattress if purchaser makes a claim under this limited warranty. The foundation must provide a solid surface, constructed with appropriate structure. A solid stable surface is not provided by box springs, plywood placed on box springs, inappropriate "slats" or foundations that are not built to deliver correct support. **See USE & CARE INSTRUCTIONS**, included with your mattress. DORMEO reserves the right to invalidate this limited warranty if the foundation is determined, in DORMEO's reasonable discretion, to be inadequate.

#### The Warranty Does Not Apply To:

- Normal product wear and tear as determined in our sole discretion
- A normal increase in the softness of the DORMEO core material
- The occurrence of mold
- Use of an improper or unsupportive foundation
- Additional shipping/transportation costs other than stated herein
- Staining or issues relating to the mattress being used or stored in an unsuitable or unsanitary condition, or issues arising from the failure to use a washable mattress protector.

#### The Warranty is Deemed Null and Void When:

- The product has been subject to misuse, careless treatment, or physical abuse, as determined in our sole discretion.
- The mattress has not been properly packaged resulting in damage during return shipping.
- The original purchaser cannot provide an original proof of purchase receipt, or has not properly registered the warranty online.

**PLEASE RETAIN A COPY OF THIS WARRANTY AND ORIGINAL SALES RECEIPT FOR FUTURE REFERENCE.**

**Additional Information** If the original mattress model is not available at the time of repair or replacement, DORMEO reserves the right to offer an alternative model of equal quality or value, in its sole discretion.



If an individual's body impression found in a DORMEO mattress is 3/4 of an inch or more in depth and IS NOT associated with use of an improper or unsupportive foundation (or other misuse), it may be covered by the warranty. However, mattress dimensions (length and width) have a ±2% tolerance due to elastic components. This tolerance is considered normal and does not constitute a defective mattress and is not subject to a warranty claim, whether after short- or long-term use of the mattress.

In the event of an authorized product repair or replacement, the Warranty Period will not be renewed or extended following the repair or replacement. In short, a repaired or replaced mattress does not reset or in any way alter the Warranty Period duration in connection to subsequent warranty claims, if any.

**Mattress Cover Limited Warranty** The mattress cover provided with the mattress is warranted for one (1) year from the original date of purchase to be free of defects in the material or workmanship. DORMEO will replace or repair a cover at its option within the one year period at no cost to the original purchaser, excluding return shipping costs.

**Shipping and Handling Fees** The original purchaser is responsible for all one-way shipping and handling fees when returning the mattress or removable mattress cover to DORMEO for any and all warranty claims.

THE REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL DORMEO BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, OR FOR ANY DIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND OR LOSS TO THE FULL EXTENT THAT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

Some states do not allow the limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, and so the above limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights that vary from state to state, and you may have other rights which may vary from state to state.

DORMEO North America, 1901 10th St, Suite 500, Plano, TX 75074