



Sleep Better, Live Better

1. Brand Story--About BedStory®



BedStory® sells a range of mattresses, pillows & accessories which are used for home bedrooms and hotels. The technology, quality, safety, and health are all in time with the standard requirements.

2. Read before Opening

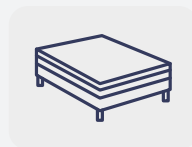
1. Unbox Your Topper or Mattress



STEP1:
Carefully remove the plastic.



STEP2:
Unroll the topper or mattress on a flat surface in a well-ventilated room and wait for 48-72 hours for expansion.



STEP3:
After your topper or mattress is fully expanded, you may begin enjoying the benefits of it.

2. Unbox Your Pillow



STEP1:
Carefully remove the plastic.



STEP2:
Pat, squeeze and shake the pillow as much as possible.



STEP3:
Wait for 24-48 hours and enjoy it.

Caution:

When using the opening tools like knife, scissors, please avoid damaging the product itself. And keep any packaging materials away from children -- these materials may be a potential source of danger, e.g. suffocation.

3. Warranty



1. Over the warranty period, we are dedicated to providing service only charging for the cost of materials.

2. The warranty period starts from the date of purchase (according to the order sheet)

CATEGORY	WARRANTY PERIOD	WARRANTY RANGE
Mattresses	10 Years	Product quality defects caused by the manufacturer's process technology or raw materials, such as the existence of more than 2 cm dents in the foam, etc.
Toppers	2 Years	
Pillows	1 Year	
Accessories	1 Year	

This Warranty Covers:

1. Any physical flaw in the product that causes the material to split or crack despite normal usage and proper handling.
2. Deterioration of the cell-structure of the material that causes the product to not return to its original shape.
3. Severe chemical odors, molds, bugs, debris that are caused by the product issues.

This Warranty Does NOT Cover if:

1. The product has been purchased used, second hand or from anyone other than an authorized retailers.
2. The product has not been used and/or handled with due care and/or in accordance with the instructions of use, cleanliness, and maintenance.
3. The product has been deliberately damaged or damaged as a result of neglect, cuts, burns, flooding or any other improper use by you or by any third party. The defect is caused as a result of the product having been bent, squeezed or exposed to cold temperatures for a period of time causing the material to tear or permanently deform.
4. The product has been damaged by liquids against manufacturer's recommendations.
5. The product has been altered or repaired without the manufacturer's prior permission.

What You'll Need to File a Warranty Claim?

To claim under the BedStory® Warranty you must:

1. Contact the authorized retailer where you originally purchased the product from.
2. Present the Purchase Receipt (Copy) as evidence of the purchase and photos of the warranty defect
3. Return the product to the seller or to the manufacturer (but only if the manufacturer has requested the product). If the manufacturer determines that the claim is valid in accordance with the terms of this BedStory® Warranty, you will be refunded the reasonable delivery costs for the returning the defective product so long as the product has been returned from an address within the same country as the seller.

When You're Ready to File:

Once you have collected the required information, please file online or Email us to start the claim process.

4. Wash & Care

SUBCATEGORIES	MACHINE WASHABLE?	HOW TO CARE?
Fiber pillow	×	Use a pillowcase or pillow shame
Memory foam pillow	Only cover	Do not wash the inner core and keep it dry
Mattress	×	Spot clean with mild detergent
Mattress topper	Only cover	Flip it upside down or head to tail regularly
Down mattress pad	×	Use a bed sheet

Tips :

For specific products, please refer to the product's wash label!

User Manual

1. Remove all plastic packaging before using the product, allowing it to ventilate before use.
2. Lay it flat on a smooth, breathable surface of the bed, ensuring it is supported uniformly.
3. Ensure the mattress is fully supported on the bedframe to avoid any risk of sagging, which could adversely effect the performance of the mattress.
4. Avoid using any sharp objects(i.e. A knife) on the mattress.
5. Refrain from using liquids, high temperature devices(i.e. iron) or any objects producing fire near the BedStory® product.

5. FAQ

1. There is bump in the middle of the mattress topper.

Reason: Folded and compressed packaging method.

Solutions: Unzip and remove the cover, flip the foam upside down, press on the middle area, use a hairdryer for 10 min to accelerate the recovery and wait for 48-72h for full expansion.

2. The foam has an odor.

Reason: we freshly manufacture our foam instead of using repurposed materials. The slight odor is a normal phenomenon.

Solutions: Place the foam products in a well-ventilated room until the odor dissipates.

3. There is missing or damaged part of the bed frame while opening the package.

Reason: Accidental bumps in transit may be unavoidable.

Solutions: Please contact BedStory Service Team as soon as possible, we will solve your problem.