

ZINUS Mattress 10 year Worry Free Limited Warranty

Zinus warrants your mattress against defects in workmanship and materials. Please be sure to register your product at www.zinus.com/resources/register to receive up-to-date warranty and product information. This warranty becomes valid only after the return window of the authorized dealer expires. Except for the specific limitations contained herein, your mattress will be replaced or you will receive a pro-rated refund, at our option, should your mattress be found defective because of faulty workmanship or structural defects. It is understood that warrantable defects do not include the normal increase of softness in the foam that can occur during normal break in, or in the case of visco-elastic memory foam, a lessening of the gradual recover aspect of the foam, of which such lessening, should it occur, does not reduce the continual pressure reducing and pressure relief properties of the mattress. It is incumbent on the consumer to maintain a proper foundation to provide the appropriate support for the mattress to maintain this warranty. Use of improper foundations, platforms or other bases upon which the mattress is placed, may result in damage to the product. The warranty will be voided if an improper base is used that causes the mattress to fail. This warranty does not cover any deterioration of the foam that results in an indentation of less than 1.5 inches, not associated with a sag in the foundation, box spring or platform or mattress. If a defect appears during the duration of this warranty, we will, at our option, either replace the mattress or provide a pro-rated refund. Only the piece or part determined to be defective will be repaired or replaced. This warranty is void if the product is found to have been tampered with or misused by the purchaser beyond reasonable wear, and shall not apply if the product has been physically damaged intentionally or due to accident and/or neglect, including burns, cuts, water damage, mold, stains, or is otherwise abnormally soiled or unsanitary. If a heating pad or electric blanket is used with a memory foam mattress, it will void this warranty. It is incumbent on the consumer to protect the mattress with a stain resistant pad.

This warranty is valid only to the original purchaser of the product, who is the first purchaser of the product as indicated on the original sales receipt or invoice and who purchased the product from an authorized dealer as a new product. The original invoice is required and is the only acceptable proof of purchase, so please retain your original invoice. The warranty applies only when the produce has been properly used by the original purchaser according to the care instructions. The Law Tag must not be removed from this product as it identifies the product regarding warranty. Removal of the Law Tag voids this warranty. This warranty gives you specific legal rights, and you may have other rights that vary from state to state.