



## 20 YEAR LIMITED WARRANTY

The following limited warranty is given by Pure LatexBLISS, LLC to the original retail purchaser of its mattresses and foundations.

Pure LatexBLISS guarantees that your NATURAL Talalay Latex mattress or CustomFit Pillowtop will be replaced or repaired at our option without cost to you, should it be deemed defective because of faulty workmanship or structural defects during the first twenty (20) years of the warranty, excluding specific limitations contained herein.

Pure LatexBLISS guarantees that your ALL NATURAL Talalay Latex mattress model will be replaced or repaired at our option without cost to you, should it be deemed defective because of faulty workmanship or structural defect for then (10) years, excluding specific limitations contained herein.

### Limitations and Exceptions

This limited warranty does not apply to business, commercial, institutional, or other non-residential uses. This limited warranty does not apply to (i) merchandise that was, at any time, used as a floor sample or display model, (ii) merchandise purchased "as is" or second-hand, (iii) merchandise purchased at a distress sale or a going-out-of-business sale, (iv) merchandise purchased from a liquidator, or (v) merchandise obtained from a rental retailer.

### This limited warranty does not cover the following:

- Fabric stains, soiling, and burns
- Structural damage to a mattress caused by using an improper bed frame or foundation. The mattress must be continuously supported by a matching foundation with an appropriated bed frame. An appropriate bed frame must completely support the foundation. This Limited Warranty applies to queen and king mattresses and foundations only if they are used on an appropriate bed frame with a rigid center support having at least 5 legs or 5 cross slats.
- A mattress or foundation that is not defective
- Normal body impressions less than three-quarters of one inch (3/4") in depth
- Height of bed with mattress and foundation or bed frame fully assembled
- The zippered mattress cover more than two (2) years after the date of purchase
- Comfort preference
- Sheet Fit
- Transportation costs

No warranty, expressed or implied, applies to any condition resulting from misuse, abuse, delivery, or transportation damage, nor any condition resulting from incorrect or inadequate maintenance, cleaning, or care. This Limited Warranty is null and void if merchandise has been damaged in moving from original point of delivery to you, the original retail purchaser.

## Disclaimer

ANY AND ALL IMPLIED WARRANTIES, INCLUDING ANY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, IMPOSED ON THE SALE OF THIS MATTRESS OR FOUNDATION AND ITS PARTS UNDER STATE LAW, SHALL NOT EXCEED IN DURATION THE TERM OF THIS LIMITED WARRANTY. NO OTHER EXPRESS WARRANTY HAS BEEN MADE OR WILL BE MADE ON BEHALF OF PURE LATEXBLISS WITH RESPECT TO THE MATTRESS OR FOUNDATION AND ITS PARTS, OR THE OPERATION, REPAIR, OR REPLACEMENT THEREOF. FURTHERMORE, NO REPRESENTATIVE OF PURE LATEXBLISS LLC OR ITS DISTRIBUTORS OR RETAILERS IS AUTHORIZED TO MAKE ANY CHANGES OR MODIFICATIONS TO THIS LIMITED WARRANTY.

SOME RETAILERS OFFER EXTENDED OR ADDITIONAL WARRANTIES, INCLUDING BUT NOT LIMITED TO EXTENDED OR ADDITIONAL FABRIC WARRANTIES, EITHER FROM THE RETAILER OR THROUGH A THIRD PARTY. PURE LATEXBLISS SHALL NOT BE LIABLE UNDER ANY EXTENDED OR ADDITIONAL WARRANTIES BY ANY RETAILER OR THROUGH A THIRD PARTY.

THE TERMS AND CONDITIONS STATED IN THIS LIMITED WARRANTY SHALL BE THE CONSUMER'S SOLE AND EXCLUSIVE REMEDY IN THE EVENT OF A MANUFACTURING DEFECT DURING THE WARRANTY PERIOD. IN NO EVENT SHALL PURE LATEX BLISS BE RESPONSIBLE FOR DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, PUNITIVE, EXEMPLARY, OR SIMILAR DAMAGES, WHETHER DIRECT OR INDIRECT, AND WHETHER ARISING IN CONTRACT OR TORT. IN NO EVENT SHALL THE RESPONSIBILITY OF PURE LATEX BLISS BE OTHER THAN ITS SOLE OBLIGATION TO REPAIR OR REPLACE THE PRODUCT. THIS EXCLUSIVE REMEDY SHALL NOT BE DEEMED TO HAVE FAILED OF ITS ESSENTIAL PURPOSE SO LONG AS PURE LATEXBLISS IS WILLING AND ABLE TO REPAIR OR REPLACE ANY PURE LATEXBLISS MATTRESS OR PURE LATEXBLISS FOUNDATION FOUND, UPON EXAMINATION BY AN AUTHORIZED REPRESENTATIVE OF PURE LATEXBLISS TO CONTAIN A MATERIAL MANUFACTURING DEFECT.

Pure LatexBliss does not warrant that this product is suitable for any person's medical condition. Pure LatexBliss makes no warranty beyond that which is contained in this Limited Warranty.

IF YOU USE AN INAPPROPRIATE FOUNDATION OR BOX SPRING WITH THIS MATTRESS, SUCH USE WILL VOID THIS LIMITED WARRANTY. PURE LATEXBLISS RESERVES ALL RIGHTS TO DISCONTINUE ITEMS AND CHANGE PRODUCT SPECIFICATIONS WITHOUT NOTICE.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Some states do not allow the exclusion or limitation of certain damages, so the above limitation or exclusion may not apply to you. This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

## Remedy

Under this Limited Warranty, Pure Latex Bliss's exclusive obligation during the applicable warranty period is to repair or replace, at its option, any Pure LatexBliss mattress or Pure LatexBliss foundation found, upon examination by an authorized representative of Pure LatexBliss, to contain a material manufacturing defect. If within the warranty period, identical materials are unavailable at the time of repair or replacement, Pure Latexbliss reserves the right to substitute materials of equal or better quality.

## Claim Procedure

If a problem arises which you feel is covered by this Limited Warranty, contact the Pure LatexBliss authorized retailer from which you purchased your furniture. The original bill of sale and the law label from the defective product are necessary for the fulfillment of this Limited Warranty. Any claim for warranty service must be accompanied by the necessary information, and provided within the warranty period, to satisfy the Limited Warranty requirements. Pure LatexBliss may require you to provide proof of the quality of the foundation used with your mattress. If necessary, the retailer will contact Pure LatexBliss to establish service. If the problem can be easily corrected, Pure LatexBliss will authorize the retailer to make those repairs. Pure LatexBliss reserves the right to require that defective parts be returned upon request.

Pure LatexBliss is not responsible for scheduling or the cost of transporting the product from your home to the retailer or from the retailer to your home. You must make those arrangements with the retailer. If the retailer your purchased the product from has closed and you need service, contact Pure LatexBliss in writing or call our customer service number for instructions.

**Pure Latex Bliss, LLC.**  
**11175 Cicero Dr.**  
**Suite 100**  
**Atlanta, GA 30022**  
**404.260.7421**

## Caution

Pure LatexBliss reserves the right to refuse service and invalidate this Limited Warranty when, upon inspection, the Pure LatexBliss mattress or Pure LatexBliss foundation is found to be in an unsanitary condition or when product failure is due to causes other than defective workmanship or materials. Please refer to the "Mattress & Foundation Care Instructions" section of this Limited Warranty for proper mattress and foundation care.

## MATTRESS & FOUNDATION CARE INSTRUCTIONS

### DO

Do give your mattress set time to “air out” upon removal from its plastic packaging. Dispose of all plastic packaging as soon as possible.

Do carry your mattress flat on its side. It’s easier to handle and you’ll be less likely to damage the mattress.

Do keep your bedding clean. We suggest using a mattress pad or mattress protector, especially if children will be using the bed.

Do replace the old foundation when purchasing a new mattress. An old foundation may not provide sufficient support. It may appear that your new mattress is sagging when it is really the foundation that supports the entire mattress.

Do use an appropriate frame and center support for queen and king size sets. Using the right support frame will ensure that your warranty remains in effect.

The covers on some Pure LatexBliss Mattresses are removable for washing if it is absolutely necessary. We recommend using a warm temperature setting for machine washing and a cool setting for machine drying.

### DON'T

DON'T PLACE YOUR MATTRESS NEAR OPEN FLAME OR EXPOSE TO FIRE. THIS MATTRESS IS NOT FLAME OR FIREPROOF, AND CAN IGNITE AND/OR BURN IF EXPOSED TO OPEN FLAME OR FIRE. WHEN IGNITED, SOME BEDDING MATERIAL CAN BURN RAPIDLY AND EMIT SMOKE AND HAZARDOUS GASES.

Don't smoke in bed. This mattress is manufactured as required by federal law to resist, but not necessarily eliminate, ignition by smoldering cigarettes.

Don't let anyone stand or jump on your mattress or foundation. It was not built for that kind of weight concentration or abuse.

Don't allow your mattress to get wet because some of the upholstery materials may compress. Protect it from water or other liquids.

Don't remove the law label or tag at the end of your mattress. This label serves as a means of identification to establish your right to the Limited Warranty.

Don't use dry cleaning fluid of any type on your mattress. These chemicals will damage some of the construction materials and will void the limited warranty.



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