

Healthy Back

25 YEAR LIMITED WARRANTY

Dormia warrants your Dormia Luxury Mattress, for a period of twenty-five (25) years— ten (10) years full warranty, fifteen (15) years pro-rated— against defects in workmanship and materials. The pro-rated charge will be as follows: the number of years you have owned the mattress divided by twenty-five (25), times the original purchase price. During the pro-rated period any transportation costs are the responsibility of the purchaser and will be in addition to the pro-rated charges. Your mattress will be replaced or repaired, at our option, should it be found defective because of faulty workmanship or structural defects other than specific limitations contained here in. It is understood that this does not include normal increase of softness in the foam which can occur during normal breaking in, or in the case of visco-elastic memory foam, a lessening of the gradual recovery 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. Substitution or use of improper foundations, platforms or other bases upon which the mattress is placed, may result in damage to the product. Should an improper base be utilized by the consumer, causing the product to default, the warranty may be voided. It is incumbent on the consumer to maintain the foundation and provide appropriate support for the mattress. We recommend the purchase of a matching foundation at the time of mattress purchase. It does not include any deterioration of the foam, with an indentation of less than 1.5 inches, not associated with a sag in the foundation, box spring or platform or mattress. If such a defect appears during the twenty-five (25) years of this warranty, we will, at our option, either repair or replace the mattress at a handling cost to be paid by the purchaser. This does not include handles as handles are to be used only for adjustment purposes and are not intended to be used to lift, turn or transport the product. If a model has been discontinued we will replace it with a mattress of equal or better value at our option. The ticking cover on the mattress is warranted for five (5) years for defects in material or workmanship. Removable, zippered covers are warranted for two (2) years against defects in material or workmanship. The optional foundation has a lifetime warranty and we will repair or replace the foundation, based on our assessment of defect or damage. Only the piece or part determined to be defective will be repaired or replaced, entire sets will not be replaced unless both pieces are deemed defective. 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 bed it will void this warranty. It is incumbent on the consumer to protect the mattress with a stain resistant mattress pad. This warranty is valid only to the original purchaser of the product as indicated on the original sales invoice and registration below. Law tag must not be removed from original product as this identifies the product regarding warranty and original invoice is required and is the only acceptable proof of purchase. This warranty gives you specific legal rights and you may also have other rights that vary from state to state. In order to provide the optimum sleeping surface this premium product contains only the finest quality materials. As with all premium sleep products certain body conformity adaptations will take place as your mattress adapts to your particular body shape and type and any peculiarities in your spinal alignment or bone structure. This is to be expected and is part of the performance of your mattress. Our representative or designated agent shall make the final determination regarding repair or replacement. We do not warrant our product as a remedy for any specific medical condition and do not warrant against any complications resulting from the use or inability to use this product. We do not warrant individual comfort preferences, sheet fit or height issues resulting from purchaser's bed frame size or headboard style. Should this warranty be exercised and your product replaced and/or repaired the warranty will not be extended or renewed. Terms and service related in this warranty shall be the consumers sole and exclusive remedy should the product fail during the time frame stated here in. We make no warrant beyond those terms and conditions stated. **Please retain this warranty and your original invoice for twenty-five (25) years.**

For customer service call: 1-877-707-7533 • 8214 Wellmoor Court • Jessup MD, 20794