



20 - Year Limited Guarantee

The sleepLevel beds hold a 10 year full and a 10 year prorated warranty for a total of 20 years from the date of original purchase. sleepLevel will replace or repair at our discretion your sleepLevel for any defects in materials or workmanship during the first TWENTY (20) years respectively subject to limitations specified in this warranty. In the event your mattress becomes defective, at our discretion, we will repair your mattress subject to a handling charge or replace the mattress. All transportation costs are the responsibility of the purchaser. Softening of the foam or lessening of the recovery time of the visco-elastic memory foam layer can occur during the normal break-in period. This is a normal characteristic of the foam and does not imply a defect, affect the purpose of, or lessen the pressure relieving benefits of the memory foam layer.

The Guarantee is subject to the following limitations: Guarantee covers deterioration of the cell structure resulting in a visible indentation of the mattress greater than seven-eighths (7/8") of an inch not resulting from a defect in the foundation or bed platform. Defects resulting in a splitting or cracking of the material, with normal usage and handling, are also covered. Your sleepLevel mattress is designed to be used on a solid wood, non spring, flat foundation or bed platform. We strongly recommend sleepLevel foundations (no issue). Use or substitution of other unapproved manufacturer foundations or box spring units will void your sleepLevel warranty and all other warranties expressed or implied. In the event of a claim, you may be required to provide proof of the quality and suitability of the foundation provided to your mattress. The mattress cover warranty is two (2) years to be free from defects in materials and workmanship.

This does not apply to damage of the mattress, mattress cover or foundation due to improper installation, abuse, neglect or misuse of the product resulting in physical damage or premature breakdown of the components. Damage caused by, but not limited to unsanitary conditions will void your warranty.

If you believe your mattress has become defective, we request that you place it on a hard floor surface and retest it to ensure that it is not the foundation underneath the mattress. If you believe that your mattress has visible sag after being placed on the even floor, we request that you take a string and pull it tight over both sides of the mattress and measure the greatest sag point from the string to the top of the mattress. If your mattress should have greater than seven-eighths (7/8") inch sag, we will repair or replace the mattress. A RMA (return merchandise authorization) number must be obtained before returning your mattress or bed set and it must be retained from your dealer and received at our manufacturing facility before the end of the warranty period.

We strongly believe that our foam/latex will hold up over time if cared for properly. There is, however, a certain break-in period in which the foam will soften a bit. For this reason, we require that you rotate, from head to toe (not flip) the mattress every month for the first two months, then every other month thereafter. We do not believe in using a plastic backing to our cover, as it can get to hot and is not easily washed. For this reason, we recommend that you purchase a protective cotton mattress pad at time of sale to better protect your mattress cover and the foam/latex below.

sleepLevel, at our discretion, reserves the right to refuse repair or replacement of any product deemed to be in an unsanitary condition. Warranty claims are to be made at the point of purchase directly through the original dealer. This warranty is valid only to the original purchaser with original invoice and the 20 - Year Limited Guarantee Certificate signed by your dealer is required for all warranty claims. Resale of your mattress product is "AS IS" with "NO WARRANTY" implied or authorized by the manufacturer.

DEALER _____ CUSTOMER NAME _____

Date of Purchase _____ ADDRESS - PHONE _____

MODEL AND MATTRESS SERIAL NUMBER _____

8/17/2010