



*Sweet Dreams ... Direct from OUR Factory*

## **LIFETIME + 10 Warranty**

**Your mattress and foundation are warranted for life against defects in material and workmanship, AND 10 Years against sag, as described below.**

### **LIFETIME Material & Workmanship Warranty**

Your mattress and foundation are warranted to you, the original purchaser, against defects in materials and workmanship for the lifetime of the product – as long as you own them. If we've made a manufacturing mistake, or one of the materials fails under normal use conditions, we will repair or replace the defective component (at our option), at our factory. In the event there is a potential defect, we will likely want to have the mattress inspected. Mattresses and foundations will show signs of wear, and wear & tear are not defects. Unusual use or abuse will void this lifetime warranty. We'll ensure your mattress is inspected, and forward our assessment to you, the original purchaser.

### **10 Year Anti-Sag Warranty**

- All inner spring mattresses will sag eventually, as the metal springs lose resistance due to the weight supported over the years. Also, the microscopic cells in foams can break down over time. Typically, after seven to ten years, the decline in support and comfort becomes significant enough to impair your sleep.

If, during your first 10 years of ownership, your A-1 inner spring mattress sags more than the industry standard allowance of 1½", we will repair or replace the mattress, at our factory, at no charge to you. In order for our Anti-Sag Warranty to stay in effect, the following industry standard and common-sense practices must be followed:

- ◆ Foundation must be properly supported by a cross-based frame.
- ◆ The frame must have a minimum of four legs, glides or rollers on twin and full size. Five on queen and six on kings.

### **Other Conditions Required to keep your warranty valid**

1. Mattress must be rotated and flipped every 3 – 6 months. Latex and memory foam need only be rotated.
2. Warranty is void if the mattress or foundation has been: burned, damaged, wet, stained, or otherwise abused. Upon inspection, any mattress or set found to be in an unsanitary condition will not be repaired or replaced and this warranty will be voided. Warranty is void if any labels are removed.
3. Freight to and from the factory will be at buyer's expense.
4. **Keep your original sales receipt, as this will be required to validate the warranty**

## **Exchange (Return Policy)**

Once you begin sleeping on your new mattress, a period is required for your body to fully gauge your beds comfort level. Due to this necessary period we will not perform any adjustments before 30 days or after 6 MONTHS from time of purchase. If you wish to exercise this comfort option please schedule an appointment.

The following restrictions do apply:

- No refunds will be provided, only exchanges.
- Mattress sets must meet a minimum purchase price of \$500.00 (full) to qualify.
- The comfort guarantee is limited to one adjustment per set.
- Replacement sets must be the same size and equal or greater value to the sets originally ordered.
- Any discounts received at the time of the purchase do not apply to the exchange. The replacement set will be sold at the current tagged sales price.
- Exchanges are not available on floor samples, clearance merchandise, custom sizes, pillows and mattress protectors.
- The original mattress must be undamaged, in clean and sanitary condition with all law labels attached.
- A 10% handling fee plus \$50 delivery fee applies to all exchange orders

## **Preparing for Your Bed Delivery**

Here are a few things you can do to make the delivery process quick, and accident-free:

- We will call the day of delivery to inform you of a 2 hour window your merchandise will be delivered.
- Remove impeding furniture and clear path for the delivery team. Put all pets out in the yard or in a secure room to prevent any from escaping during the delivery process.
- Decide in advance what you would like to do with your old bed. We can haul your old bed or place it in another room. Unfortunately, due to time constraints we are unable to deliver your old mattress to other addresses.
- Remove old bed linens and any items under current bed.
- **Please notify us in advance of flights of stairs, tight stairwells, low ceilings, narrow doorways or other impediments that could complicate the delivery.**

**5470 E. Speedway Blvd, Tucson, AZ (520)622-1216**