

Limited 10 Year Warranty on your Suissly™ mattress.

As further described below, your Suissly Mattress is warranted against defects in workmanship or structure for ten (10) years. Your Suissly Mattress may be repaired or replaced during the lifetime of this warranty, should it be found defective due to faulty workmanship or structural defects as described in this Limited Warranty. Repair or replacement is at the discretion of Suissly Inc. Repair or replacement will be made at no charge to you, except for the the requirement that you must pay transportation charges to return a mattress to us under this warranty. This warranty begins on the day you take delivery of your mattress and/or foundation. This warranty is valid only for the original purchaser and is valid only for mattresses purchased and used for residential purposes. Contract and commercial usages are not covered by this warranty.

In the unlikely event you find need to use this warranty, contact Suissly Inc. at (844) 642 3179 or hello@suissly.com. You must provide proof-of-purchase. Therefore, it is strongly suggested that you retain your sales receipt. If identical materials are not available at the time of the warranty service, we reserve the right to substitute materials of equal or higher quality at our sole discretion.

This warranty gives you specific legal rights, and you may also have rights under state law, which varies from state to state. Suissly Inc. is not responsible for any incidental or consequential damages. This warranty expressly excludes any statutory or implied warranty, including but not limited to, any warranty of merchantability or fitness for a particular purpose.

Soils and Stains

Due to health and hygiene concerns, mattresses with stains, bodily fluids or soil marks cannot be returned for any reason. Damage from Lavender Scent will void the manufacturer's warranty.

Protect Your Investment

Keeping your mattress clean and protected is a vital part of a healthy night's sleep. We recommend a mattress protector to protect your new investment. Should spills or stains ever occur, they should be cleaned immediately with an approved mattress cleaner and sanitizer. DO NOT use dry cleaning fluids of any type to clean your mattress, the chemicals can damage some of the construction materials.

Proper Foundation

In order for your new mattress to properly support you with years of comfort, it needs to be properly supported as well. If you use a frame, make sure that it is the appropriate size and has center support legs (5 legs for a Queen-size mattress, 6 legs for a King- or California-King-size mattress). Old and inferior foundations may not provide sufficient support, and could damage your new mattress.

Adjustment Period

You might experience a week or two of minor discomfort or backaches as your body adjusts to sleeping on a new mattress set. This adjustment period is completely normal and is a result of your spine realigning into a more proper sleeping posture.

Law Label

The law tag label on the end of your mattress serves as a means to identify and validate your warranty rights and should not be removed. We cannot accept any mattress for return without the identifying law label!

Do Not Smoke In Bed

Don't smoke in bed or place this product near an open flame source. This mattress is manufactured, as required by federal law, to resist but not necessarily eliminate ignition by smoldering cigarettes or open flame.

New Foam Smell

Your new mattress is made with all new materials and is just days old. Since it is fresh from the factory you might experience a "new product" smell, similar to a new car. It is harmless and will disappear in a week or two.

Nesting

The materials in your new mattress are designed to conform to the shape of your body. If after a period of time shallow body imprints (less than 1.5 inches*) begin to appear in your mattress, don't be alarmed. This "nesting" effect is normal and not considered a manufacturer's defect. Rotating your mattress every 2 to 4 months will help it wear evenly, minimize the nesting effect and maximize the comfort life of your mattress. If you purchased a king size mattress, it is common through time to notice a small ridge down the center of the bed. This is a normal occurrence, as you do not typically sleep in the center of the bed, and there is less wear in that area.

Impression must be greater than 1.5 inches (measured at the center of the foam, not on or near a stitch line) for a warranty exchange.

Loose Threads

Loose threads on the mattress are a normal byproduct of the manufacturing process. If you find loose threads on your new mattress carefully snip them with scissors. DO NOT pull the thread, as doing so can undo the entire seam.

Moving and Storage

When moving or storing your mattress it is important to keep it flat, never store your mattress on its side. Dragging your mattress or forcing and bending it around tight

corners could damage your mattress.

Roll Packing

These mattresses come to you compressed and roll packed for easy handling and shipping. To guarantee the best results, these mattresses need to be opened up within 30 days from date of purchase. Opening your mattress more than 30 days after your purchase will void your warranty.

Squeaks or Noises

Don't lose sleep if squeaks or noises are coming from your new sleep set. Usually these sounds are from the frame or headboard and footboard and not from the mattress set. Check to make sure your frame is tightly bolted to the headboard and footboard. If your frame has casters, try turning each caster a quarter of a turn if any of the casters are difficult to turn, they may not be in the frame correctly. Remove the caster and reinsert it into the frame to ensure a proper fit. If you still hear squeaking, place your mattress flat on the floor and place your weight on it. Repeat the process with your foundation under the mattress to isolate the source of the noise.

Manufacturer's Coverage Summary

Covered

- Coils, wires or modules that are loose or broken, or that protrude or rip through any fabric.
- Body impressions of 1.5" or greater. (The materials used in this mattress are designed to conform to the shape of your body. This "nesting" effect is normal and not considered a manufacturer's defect).
- Sagging, but only when the mattress has been continuously supported by proper support.

Not Covered

- Physical abuse or damage to the structure and/or cover material, including but not limited to, burns, cuts, tears, liquid damage, or stains; provided, that the defect is caused by such abuse or damage.
- Any breach of the Fire Barrier by customer.
- Comfort issues or preferences.
- Damage from Lavender spray or scent
- Damage caused by improper support.
- Normal wear and tear on the fabric.
- Normal contouring of the cushion layers.
- Damage incurred/caused by moving or bending the mattress.
- Transportation costs incurred in returning a mattress under the warranty.
- Damage caused as a result of opening the mattress more than 30 days after purchase.

Limited 2 Year Warranty on your Suissly™ pillow

Suissly Inc. warrants that your Suissly Pillow will be free from defects in materials and workmanship for a period of two (2) years from your original date of purchase. During the warranty period, if your Suissly Pillow is found to be defective because of defects in materials or workmanship, Suissly Inc. will replace your Suissly Pillow with the exception of transportation cost. In the unlikely event you find need to use this warranty, contact Suissly Inc. at (844) 642 3179 or hello@suissly.com. You must provide proof-of-purchase. Therefore, it is strongly suggested that you retain your sales receipt. Any Damage from Lavender spray will void the manufacturer's warranty.

Manufacturer's Coverage Summary

Covered

- Defects due to workmanship or faulty materials.

Not Covered

- Normal increases in softening and settling of materials, or any other normal wear and tear.
- Comfort issues or preferences.
- Damage from Lavender spray or scent.
- Physical abuse or damage to the structure and/or cover material, including but not limited to, burns, cuts, tears, liquid damage, or stains; provided, that the defect is caused by such abuse or damage.

Limited 1 Year Warranty on your Suissly™ sheets

Suissly Inc. warrants that your Suissly Sheets will be free from defects in materials and workmanship for a period of one (1) year from your original date of purchase. During the warranty period, if your Suissly Sheets are found to be defective because of defects in material or workmanship, Suissly Inc. will replace the pillow with the exception of transportation cost. In the unlikely event you find need to use this warranty, contact Suissly Inc. at (844) 642 3179 or hello@suissly.com. You must provide proof-of-purchase. Therefore, it is strongly suggested that you retain your sales receipt. Any Damage from Lavender spray will void the manufacturer's warranty.

Covered

- Defects due to workmanship or faulty materials.

Not Covered

- Normal wear and tear as a result of washing and intended use.

- Comfort issues or preferences.
- Damage from Lavender spray or scent.
- Physical abuse or damage to the structure and/or cover material, including but not limited to, burns, cuts, tears, liquid damage, or stains; provided, that the defect is caused by such abuse or damage.