

# Coverest Custom Sleep System™

## 20 Year Limited Core Warranty -- 2 Year Limited Cover Warranty

Thank you for buying a Coverest™ custom sleep product. The quality and craftsmanship of every mattress gives Coverest™ the confidence to offer the original owner a limited warranty against any defect in workmanship or materials.

### What is Covered:

Coverest™ warrants that your mattress core will be replaced or repaired at our option, without cost to you, should it be deemed defective because of faulty workmanship or structural defects for a period of ten (10) years from the date of original purchase, excluding specific limitations contained herein. It is understood that this limited warranty does not include expected changes to Coverest™ memory foam, which include decreases in the recovery of the material or increases in the softness - neither of which affects the performance or pressure-relieving qualities of the mattress.

### Mattress Core

Includes any deterioration of foam toppers and laminated cores (containing support foam and memory foam) and unlaminated cores (consisting of support foam only) that causes a visible indentation greater than one and one quarter (1.25) inches, not associated with a sag in the foundation/platform.

Years after purchase date	Charge for Repair / Replacement
Up to 10 Years	No Cost
10 -20 Years	50% of original purchase price plus 4% of price for each year from original date of purchase

### Mattress Cover

Years after purchase date	Charge for Repair / Replacement
Up to 2 years	No Charge

### What is not Covered:

- Conditions arising from normal wear and tear. (Conditions arising from normal wear and tear include but are not limited to, mattress cover compression, foam compression or discoloration of components.
- Damage from tampering with or opening the warranted product or component.
- Damage from misuse or abuse of the warranted product or component.
- Damage from laundering or dry-cleaning.
- Acts of God, such as, but not limited to, flood damage.

The Coverest Custom Sleep System™ has been designed to perform to its specifications using a non-spring, firm, flat foundation. Our warranty and other performance guarantees are based on tests conducted on our mattresses with such foundations as "sets." THEREFORE, SUBSTITUTING INAPPROPRIATE MANUFACTURERS' FOUNDATIONS OR BOX SPRINGS IS NOT ACCEPTABLE AND WILL VOID YOUR COVEREST WARRANTY. You may be required to provide proof as to the quality of the foundation being provided to your mattress in the event of a warranty claim.

### What you must do:

- Complete the warranty registration within thirty (30) days of receiving the mattress. There are two convenient ways to register:
  - 1) Online at [www.coverest.com](http://www.coverest.com)
  - 2) Mail in the warranty registration card
- Return the warranted product or component in sanitary condition to Coverest™. We will cover the cost of shipping up to one year from the original purchase date; after one year the return shipping to Coverest™ will be at the customer's expense.

### What we will do:

- In the event that repair or replacement resulting from a defect is required, Coverest™ will repair or replace (at Coverest's option) the defective product or component at a cost to the original purchaser based on the previous tables. The "original purchase price" is the price of the defective product or component at the time the warranty claim is made, or the price of a comparable product or component if the original product or component is no longer in production. Coverest™ will forward replacement parts via its normal shipping method.
- Coverest™ reserves the right to substitute products or components of equal or better quality in the repair or replacement of any product under this limited warranty.

### What will void this warranty:

- Tampering with or opening finished components of the warranted product.
- Misuse or abuse of the warranted product or component. Sale, transfer or other disposal of the warranted product or component.
- Failure to complete the warranty registration within thirty (30) days of receiving the mattress.
- Coverest™ reserves the right to refuse to repair or replace any product or component that is returned in an unsanitary condition.
- This Limited Warranty applies only to the product as used in the United States.
- This Limited Warranty is non-transferable.
- Repair or replacement of a product or component under the terms of this Limited Warranty in no way lengthens the warranty.

Limitations: Your exclusive remedy, IN LIEU OF ALL INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING FOR NEGLIGENCE, is limited to repair or replacement of any product or component deemed to be defective under the terms and conditions stated above. Coverest will bear no other damages or expenses. This limited warranty gives you specific legal rights. You may also have other rights that vary from state to state.

### Warranty Registration Card (please print clearly)

Product Serial # \_\_\_\_\_  
(If available, located on product label/tag)

First Name \_\_\_\_\_ Last Name \_\_\_\_\_  
 Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Phone \_\_\_\_\_ Email \_\_\_\_\_ Purchase Price \_\_\_\_\_  
 Date Purchased \_\_\_\_\_ Mattress Name \_\_\_\_\_ Mattress Size \_\_\_\_\_  
 Who made the purchasing decision? \_\_\_\_\_ Are they: Male / Female (circle one)

### Where did you buy your mattress? (please check)

Directly from Coverest™ \_\_\_\_\_ Retail Store \_\_\_\_\_ Store Name \_\_\_\_\_  
 Chiropractor \_\_\_\_\_ Website \_\_\_\_\_ Name of Site \_\_\_\_\_ Other \_\_\_\_\_

How satisfied were you with the sales services you received? (circle one)  
 Very dissatisfied - 1 2 3 4 5 - Very Satisfied



### What other brands did you consider before making your purchase? (please check)

Simmons \_\_\_\_\_ Sealy \_\_\_\_\_ Serta \_\_\_\_\_ Spring Air \_\_\_\_\_ King Koil \_\_\_\_\_ Only Coverest \_\_\_\_\_ Other \_\_\_\_\_

When will you purchase your next mattress/bed? Within 12 Months \_\_\_\_\_ Within 24 Months \_\_\_\_\_ Unsure \_\_\_\_\_

**Please mail in a self-addressed, stamped envelope to:** Coverest - Warranty Department  
 119 East King Street, Suite 219  
 Johnson City, TN 37601

Contact Customer Care

**Online:** [www.coverest.com](http://www.coverest.com) or **Toll Free:** 1-866-717-4580