

# Soaring Heart

SINCE 1982

## Natural Beds

### THE SOARING HEART GUARANTEE

Soaring Heart Natural Bed Company takes great pride in our craftsmanship and our products. We stand behind every stitch and tuft. All of our products are warranted against defective materials for five years from the original date of purchase. If your product is found to have defective material we will rebuild or replace your product (at our discretion) free of charge.

\*Failure to follow Soaring Heart Natural Bed Company care instructions voids the Soaring Heart Guarantee and any subsequent warranty.

### WARRANTY

Soaring Heart Natural Bed Company wants all our customers to be happy, and we promise to go out of our way to help every customer with a product or service issue. Soaring Heart warrants your new futon or shikibuton mattress to be free from defects in materials and workmanship for 10 years from the original date of purchase. This warranty extends only to the original purchaser.

Should your mattress fail during the warranty period, Soaring Heart Natural Bed Company, at its option, will replace or repair the mattress or foundation at no charge other than transportation costs. Soaring Heart Natural Bed Company reserves the right to substitute materials or models of equal value and quality. Repair or replacement of the mattress does not extend the original warranty period.

To qualify for this warranty, the original purchaser must be using a Soaring Heart Mattress Pad, present proof of purchase for validation, and the law label and trade labels on the defective product must be intact. The mattress set must also be free of stains, soiling and tears. Please note, if you plan to use your Soaring Heart Natural Bed Company mattress on an existing slat foundation, slats must be at least 2" apart to validate the warranty. This distance provides optimal airflow and support of the mattress.

The Warranty Does Not Apply To:

- Normal body signatures of 2½" deep or less \*
- Firmness preference
- Allergies and Sensitivities
- Cover (fabric) \*
- Stains or soil
- Burns
- The covers of floor models or models sold "as is"

Normal body signatures are not a suggestion of structural failure. Rotating your mattress head to foot monthly will minimize the appearance of body signatures. Soaring Heart Natural Bed Company is not liable for incidental or consequential damages arising through the use of this product.

\*The mattress cover is warranted for two (2) years against structural defects in the material or workmanship. Loose threads, pilling, normal body contouring, and stretching of fabrics are considered cosmetic flaws and are not covered.

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# REBUILDS & RETURNS

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## Returns

- Soaring Heart cannot accept returns on bedding unless damaged or defective.
- Returned products are subject to a 30% restocking fee.
- Customer is responsible for shipping charges on all returned items.

## Rebuilds

Rebuild Services on Soaring Heart mattresses, futons, and toppers are available. Rebuild services for mattresses, futons, and toppers that are defective or under warranty are free, however cost of materials may be charged. For products not under warranty a labor charge of \$60/hour plus all material costs will be applied.

All product rebuilds covered under warranty or otherwise are subject to inspection. Toppers and futons have an expected life of approximately ten (10) years before needing rebuilding. For proper care please see Soaring Heart Futon and Topper instructions.