



## Manufacturer's Limited 2 Year Warranty For Futons and Mattresses

Natural Felt products are warranted against manufacturing defects in both craftsmanship and quality.

Natural Felt reserves the right to replace mattress(es) with the same materials whenever possible but may substitute materials of equal quality at our discretion. Repair or replacement is at the discretion of Natural Felt.

For the warranty to be valid you must be the original purchaser and have the original receipt of purchase.

Natural Felt reserves the right to refuse service and void the warranty if the product is stained or shows abuse or damage through accident or neglect.

### Examples of Manufacture Defect:

- **Innerspring Padded Layers:** New padding layers conform to your body. You can expect body impressions to appear as a result. This is normal. Body indentations greater than one and one-half (1½) inches, should be documented and photographed. For an accurate measurement, lay a yardstick or broom-handle across the width of the mattress in the area that is sagging. Without pressing down, use a ruler to measure the depth of deepest impression. Do not measure from head to foot, inside a quilting seam or tufted stitched area.
- **Latex Impression:** Impressions greater than one and one-half (1½) inches should be documented and photographed. For an accurate measurement, lay a yardstick or broom handle across the width of the mattress in the area that is indented. Without pressing down, use a ruler to measure the depth of the deepest impression. Do not measure from head to foot, inside a quilting seam, or tufted stitched area.
- **Mattress Size and Weight:** The mattress received is not the correct size ordered or the mattress weight is not the same as model(s) previously ordered.
- **Shifted Layers:** The layers of fiber and foam have shifted creating a wedge shape to the mattress or the mattress has an excessive void inside the shell.
- **Springs:** If you find springs that are loose, broken or protruding through the mattress fabric.
- **Taped Edges:** The edge of your mattress should be tight and free of tears and defect. The edging should be sewn to the fabric around the perimeter of the mattress.
- **Unknown Sounds:** Squeaks and noises coming from your mattress are signs that there may be something wrong. Locate the sound and confirm that it is not coming from your headboard or bed frame.
- **Zippers and Seams:** Zippers that are separated, popped, and/or ripped or seams that are unraveling at time of receipt.

### What is NOT Covered:

- Bent Perimeter border rods due to moving or bending the Mattress
- Body Impressions
- Comfort preferences
- Damage of the mattress due to abuse
- Mattress odor: As in any upholstery, new mattress may have odor that will fade overtime
- Mattresses sold "As Is", Custom or Discounted

- Sagging in the mattress that measures less than 1½ inches
- Sheet Fit
- Shipping of the product back to the manufacturer
- Size allowance of +/- 2 inches is normal

**What is NOT covered for Latex Mattresses:**

- Latex has natural imperfections and may have air voids, discoloration, or small tears or cracks (less than 3 inches). As latex ages, it will soften and turn yellow. These occurrences are normal, and are a natural property of latex, and the manufacturing process that creates the latex layers. The warranty does not apply to the normal properties of latex.
- Latex mattresses that are not placed on the proper foundation. Foundations with springs will cause premature breakdown of the latex and will not be covered under warranty.
- Latex mattresses that have been improperly covered, have not been kept in a cool, dry environment, or which have been exposed to direct sunlight.

**Recommendations:**

- **Bed Frames:** Placing your mattress on the correct bed frame is necessary to ensure a valid warranty. The appropriate frame should be a platform style with slats. In Queen and King sizes there should be a center support. Frames that are not supported correctly will void the warranty.
- **Identifying your mattress:** The original Law Label should remain attached to the mattress in order to see manufacture date and model type. Not having the Law Label attached will void the warranty.
- **Mattress Pads:** At a minimum, a standard pad is recommended for all new mattresses to preserve and further protect the surface fabric from damage, spills and/or stains.
- **Rotate your mattress:** For even wear and a longer life, Natural Felt recommends you flip and rotate your mattress once a month. Please note that latex mattresses are not meant to be flipped, only rotated. See schedule below:

Rotate the mattress clockwise, so the head of the bed becomes the foot of the bed  
 Flip the mattress to the opposite side that you sleep on

January	Rotate	July	Rotate
February	Flip	August	Flip
March	Rotate	September	Rotate
April	Flip	October	Flip
May	Rotate	November	Rotate
June	Flip	December	Flip

Examples of slatted and supported frames are:



## **Manufacturer's Limited 1 Year Soft Goods Warranty (Toppers, Pads, Comforters, Pillows, Quilted Covers)**

Natural Felt products are warranted against manufacturing defects in both craftsmanship and quality.

Inspect your unit(s) upon receipt for any manufacture defect(s). **Do Not** place unit on bed and **Do Not** sleep on unit until you are certain the unit is as ordered. If returned and foreign debris is found on the unit, Natural Felt will consider it as used and the item is then **Not** eligible for any exchanges, credits or refunds.

For the warranty to be valid you must be the original purchaser and have the original receipt of purchase. Soft Goods that are not returned with the original receipt, and/or not in the original plastic and box are not eligible for replacement or refund.

Natural Felt reserves the right to refuse Soft Goods that are not accompanied by the original packaging regardless of claim.

If a manufacturer defect is present, Natural Felt will send out a replacement item. Substitutions will not be made. If the customer does not wish to have the product replaced and they are eligible for a refund, a credit or refund will be issued to the customer. This is at the sole discretion of Natural Felt.

### **Examples of Manufacture Defect:**

- **Elastic Straps:** In our 1.5" wool pads, the elastic strap is not attached to unit, or stitching is lifting.
- **Stitching:** Sewn edges or seams that are not closed, ripped, or fraying.
- **Wool Yarn Tufts:** The tufted areas are missing a tuft or tufts.
- **Wrong/Incorrect Size:** The wrong item or the wrong size has been sent.
- **Zippers:** On units that have zippers, if the zipper is not closing, the zipper tape is not attached to the unit, or there are areas along the zipper tape that are not sewn.

### **What is NOT covered:**

- **Comfort:** Natural Felt is not responsible for perceived comfort. All our items should be on display for the customer to try before they purchase.
- **Normal Wear and Tear:** Use resulting in normal wear and tear is not considered a warranty issue regardless of what may occur.
- **Pillows:** Any Pillow regardless of fill and use/non use.
- **Scent:** Wool comes from a living animal and the wool we make and work with is not carbonized (washed in a toxic chemical mixture to remove all scent). The animal scent may be present as well as some of the the lanolin which remains after washing from the first milling. The scent will dissipate over time and placing the unit outside in a sun bath will help to facilitate the scent removal.
- **Wrinkling:** The product may have been rolled thus creating some wrinkling to the unit. This is considered normal.

**If you have a warranty claim or a question, please call us at 503.208.2922**