

## TEMPURPEDIC-WARRANTY

We believe in the quality of our products and we build them to last for years. Still, we realize that sometimes things go wrong. To protect you against defects, we include a limited warranty with most of our products. You can read the full text of your warranty using the links below. We encourage you to keep your proof of purchase documents in a safe place to support the warranty you received with your new product.

### WHAT YOU'LL NEED IN ORDER TO FILE A CLAIM

- Purchase Receipt (copy) - Required unless purchased directly from Tempur-Pedic and registered with us.
- Bed Frame and Foundation Information - Are you using a metal frame, wooden side-rail bed, adjustable base or platform base?
- Registry Number and Manufacturing Date - Located on the mattress law tag, underneath the zip cover on the mattress.
- Choice of Retired Model - If your current mattress is a retired model, we will provide you with an option most comparable in "feel" or the option to upgrade to the model of your choice for an additional fee.

### DETAILED PRODUCT WARRANTY INFORMATION

#### MATTRESS AND FLAT FOUNDATION WARRANTY

Your new Tempur-Pedic® mattress and flat foundation are covered by a 10-year Full Replacement Limited Warranty. For 10 years after you purchase your new mattress or foundation from Tempur-Pedic or an authorized Tempur-Pedic Retailer, when it has a defect covered under the warranty, Tempur-Pedic will replace or repair it. This includes all parts of the mattress and foundation, and there is no deductible.

Learn more here: [10-year Full Replacement Limited Warranty](#)

#### TEMPUR-ERGO™ AND TEMPUR-ERGO™ GRAND WARRANTY

Tempur-Pedic North America, LLC ("Tempur-Pedic") warrants that it will, at Tempur-Pedic's option, replace or repair purchaser's Tempur-Ergo™ system (premier or grand model) if it is defective due to faulty workmanship or materials, subject to the limitations described in this warranty. Tempur-Pedic undertakes no responsibility for the quality of the goods except as otherwise provided in this contract. There are no warranties that extend beyond the description on the face thereof. This warranty applies only to the premier or grand model of the Tempur-Pedic® Tempur-Ergo™ system line. These models may be identified by reference to the 16-digit serial number on the product.

Learn more here: [5-year Parts & Labor, Lifetime Frame Warranty](#)

#### TEMPUR-UP FOUNDATION WARRANTY

Tempur-Pedic North America, LLC ("Tempur-Pedic") warrants that it will, at Tempur-Pedic's option, replace or repair purchaser's TEMPUR-up™ foundation if it is defective due to faulty workmanship or materials, subject to the limitations described in this warranty. Tempur-Pedic undertakes no responsibility for the quality of the goods except as otherwise provided in this warranty. There are no warranties that extend beyond the description on the face thereof. This warranty applies only to TEMPUR-up™ foundation. This model may be identified by reference to the serial number on the product.

Learn more here: [Limited Warranty for TEMPUR-Up™ Foundation](#)

### **MATTRESS OVERLAY WARRANTY**

Tempur Production USA, LLC ("Tempur-Pedic") guarantees that Tempur-Pedic will, at Tempur-Pedic's option, replace or repair purchaser's product if it is defective due to faulty workmanship or materials, subject to the limitations described in this warranty. This warranty does not include a normal increase in softness of the TEMPUR® pressure-relieving material which does not affect the pressure-relieving qualities of the product.

Learn more here: [Mattress Overlay: 5 Year Limited Warranty](#)

### **MATTRESS PROTECTOR WARRANTY**

Your Tempur-Pedic® Advanced Performance Mattress Protector will be replaced or repaired at our option, without cost to you, if it is defective due to faulty workmanship or materials, for ten (10) years from date of purchase, subject to the limitations described in this warranty.

Learn more here: [Mattress Protectors: 10 Year Limited Warranty](#)

### **PILLOWS AND CUSHIONS WARRANTY**

Tempur-Pedic pillows are made with high-quality materials and rigorous standards, so you get a durable, long-lasting product. Still, Tempur-Pedic realizes that sometimes things go wrong. To protect you against product defects, Tempur-Pedic includes a 5-year limited warranty with our pillows. You can rest assured that the pillow you love tonight will last for years to come.

Learn more here: [Pillows and Cushions: 5 Year Limited Warranty](#)

### **TEMPUR-ERGO PLUS WARRANTY**

Tempur-Pedic North America, LLC ("Tempur-Pedic") warrants that it will, at Tempur-Pedic's option, replace or repair purchaser's Tempur-ergo™ plus model if it is defective due to faulty workmanship or materials, subject to the limitations described in this warranty. Tempur-Pedic undertakes no responsibility for the quality of the goods except as otherwise provided in this warranty. There are no warranties that extend beyond the description on the face thereof. This warranty applies only to Tempur-ergo™ plus model. This model may be identified by reference to the serial number on the product.

### **YEARS 1 THROUGH 3: FULL COVERAGE OF PARTS AND LABOR**

TEMPUR-Ergo™ Plus is warranted against defects in the workmanship or materials for a period of three (3) years from the warranty commencement date. During these first three years of the warranty, the entire product is so covered, including factory supplied electronics, electrical components, drive motors and power supply components. Upon notice during the first through third year from the warranty commencement date, Tempur-Pedic will send replacement parts to the purchaser, at no cost, in order to replace any such defective part. In addition, Tempur-Pedic will pay all authorized labor and transportation costs associated with the repair or replacement of any parts which Tempur-Pedic determines to be defective. This three (3) year warranty shall not apply if the purchaser does not return any and all defective parts to Tempur-Pedic within 15 days of purchaser's

receipt of such replacement parts furnished. Return of the frame, however, should it need to be replaced, is not required.

In no instance will this warranty cover any damage attributable to misuse or to normal wear and tear or to excessive weight placed upon the product. Nor will this warranty cover any purchaser other than the original purchaser nor will it cover product purchased from an unauthorized third party. If you are not the original purchaser of this product, you take "as is" and "with all faults." If you did not purchase this Tempur-Pedic TEMPUR-Ergo™ Plus we will require proof of purchase from you demonstrating that you are the original purchaser and are eligible to make a valid claim under this Warranty.

#### YEARS 4 THROUGH 5: FULL COVERAGE OF PARTS ONLY

Upon notice during the years four (4) and five (5) from the warranty commencement date, Tempur-Pedic will offer replacement parts for any defective parts to the purchaser. Factory supplied electronics, electrical components, drive motors and power supply components are included. This two (2) year Warranty shall not apply if purchaser does not return any and all defective parts to Tempur-Pedic within 15 days of purchaser's receipt of replacement part. Purchaser shall bear all service, transportation, labor and shipping costs related to the delivery and/or replacement of the defective part.

#### FRAME ONLY—YEARS 1 THROUGH 25 WARRANTY

Notwithstanding the above, Tempur-Pedic extends a 25 Year Warranty on the frame itself used in this product. Specifically, Tempur-Pedic warrants that for a full 25 years, any defect in the workmanship or the materials used in the frame itself shall be covered. The 25-year time span will be dated from the commencement of this warranty. For purposes of this 25 Year Warranty, the frame consists of the metal structure of the base and specifically excludes its cover, its side rails, decking and legs, actuator lift motors, control box, remote controls, power supply, and any power supply cords. Return of the frame should it need to be replaced, is not required.

#### ADDITIONAL TERMS AND CONDITIONS

In no instance will this warranty cover any damage attributable to misuse or to normal wear and tear or to excessive weight placed upon the product. Nor will this warranty cover any purchaser other than the original purchaser nor will it cover product purchased from an unauthorized third party. If you are not the original purchaser of this product, you take "as is" and "with all faults." If you did not purchase this Tempur-Pedic® TEMPUR-Ergo™ Plus directly from Tempur-Pedic we will require proof of purchase from you demonstrating that you are the original purchaser and eligible to make a valid claim under this Warranty.

This Warranty does not include coverage for damage caused by the purchasers or by other users if the product has been used in a manner inconsistent with the operation and maintenance procedures outlined in the Complete Reference Guide, this Warranty, or any other applicable document published or approved by Tempur-Pedic. Nor does it include coverage if the product has been repaired or modified by the purchaser or by an unauthorized third party or if the product has been damaged in transit. This Warranty does not apply to damage to mattresses, fabric, cables, electrical cords or items supplied by Resellers, as defined below. Contact the Reseller or other appropriate party for warranty information on these items. Nor does this Warranty apply to any unnecessary service calls, including costs for in-home service calls solely for the purpose of educating the consumer about the unit or finding an unsatisfactory power connection. In addition, if the recommended weight restrictions are not followed (Twin, Twin Long, Double, Queen, and Split/Dual CA King bases— up to 650 lbs. each) this Warranty is void.

Replacement parts may be new or reconditioned at Tempur-Pedic's discretion.

Except for the 25 Year Warranty provided for the frame of this product, there is no warranty at all after five years, dating from commencement of this Limited Warranty.

#### ADDITIONAL LIMITATIONS ON WARRANTY COVERAGE

10215 Douglas Ave. • Urbandale, Ia 50322 • 515-276-2772 • 1-888-818-7283

Fax: 515-334-2614 • [www.Homemakers.com](http://www.Homemakers.com)

In the event a warranty claim is filed and a warranty replacement is deemed necessary, purchaser will be required to surrender the original product, including any components, to Tempur-Pedic at the time of the replacement. Return of the frame, however, should it need to be replaced, is not required.

Repairs to or replacement of the Tempur-Pedic® TEMPUR-Ergo™ Plus model or its components under the terms of this Limited Warranty will apply to the original warranty period and will not serve to extend such period. This Warranty begins on the "warranty commencement date" which is the date of purchase for new unused products.

If you did not purchase this Tempur-Pedic® TEMPUR-Ergo™ Plus model directly from Tempur-Pedic, proof of purchase will be required to demonstrate that you are the original purchaser and eligible to make a valid claim under this Warranty.

If original proof of purchase is not provided by the purchaser, Tempur-Pedic reserves the right to determine if the unit is covered, or is not covered, by this Warranty and may use the manufacturing date as the warranty commencement date.

The decision to repair or to replace defective parts under this Limited Warranty shall be made by Tempur-Pedic at its option and at its sole discretion. Except for the Warranty provided for the frame of this product, there is no warranty at all after five years, dating from commencement of this Limited Warranty.

**TEMPUR-PEDIC SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. THE EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY SHALL BE REPLACEMENT OR CREDIT TOWARDS REPLACEMENT AS SET FORTH HEREIN. THERE ARE NO EXPRESS OR IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THE WARRANTY DESCRIBED ON THE FACE OF THIS LIMITED WARRANTY.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to every purchaser. This Warranty gives the purchaser specific legal rights, and the purchaser may also have other legal rights, which may vary from state to state. This Warranty is valid in all 50 states, Puerto Rico and Canada.

If you the purchaser experience any problem with your TEMPUR-Ergo™ Plus during the warranty period, please consult the troubleshooting section of your Reference Guide. If the problem persists, please contact Tempur-Pedic's Customer Service Department by calling toll-free 1-800-821-6621 or by sending an email to [customer.service@tempurpedic.com](mailto:customer.service@tempurpedic.com).

**PLEASE RETAIN THIS WARRANTY PAPERWORK AND ORIGINAL SALES RECEIPT FOR EASY FUTURE REFERENCE AND DOCUMENTATION.**