

OUR WARRANTY:

The following **Limited Warranty** is given by Pure Talalay Bliss, LLC to the “original retail purchaser” of its **mattresses and toppers** purchased from an authorized Pure Talalay Bliss Retailer. A defect covered under the warranty, will be replaced or repaired at our option, without cost to you, should it be deemed defective because of faulty workmanship or structural defects during the first **fifteen (15) years** of the warranty, **excluding specific limitations contained herein**;

- Pure Talalay Bliss guaranteed that your **Talalay Latex Pillow** purchase will be replaced or repaired at our option without cost to you, should it be deemed defective because of faulty workmanship or structural defects during the first **three (3) years** of the warranty, excluding specific limitations contained herein.

The Limited Warranty is valid only in connection with the original purchase of new products from authorized retailers and extends from the original purchase date of the original product purchased. An “original retail purchaser” for the purpose of this Limited Warranty, is an individual who purchases the product directly from Pure Talalay Bliss or an authorized retailer of Pure Talalay Bliss, with the intent to use the product for personal consumer use and not for commercial or industrial use, and not with the intent to resell the product. An individual or entity that purchases the product from whatever source to resell the product is an “unauthorized reseller”.

Important Foundation Information: Pure Talalay Bliss mattresses are substantial in weight, and are designed to work on a solid, firm surface, not spring foundations or bases that are structurally not capable of supporting the weight of the purchaser’s Pure Talalay Bliss mattress. Pure Talalay Bliss may require purchaser to provide proof of the quality of the foundation, adjustable base, or bed frame used in conjunction with the mattress if purchaser makes a claim under this Limited Warranty. Therefore, if purchaser uses inappropriate foundations, box springs, adjustable bases, or inferior frames with the mattress, such use will void this limited warranty without limitation.

**An appropriate bed frame must completely support the foundation as well. Foundations must have an appropriate bed frame, that at a minimum meet criteria above.

Limitations and Exceptions

This limited warranty does not apply to business, commercial, institutional, or other non-residential uses. This Limited Warranty does not apply to (i) **merchandise that was, at any time, used as a floor sample or display model**, (ii) merchandise purchased “as is” or second-hand, (iii) merchandise purchased at a distress sale or a going-out-of-business sale, (iv) merchandise already processed as a previous warranty replacement in the past, (v) merchandise purchased by any employee of Talalay Global or Pure Talalay Bliss at discounted employee pricing, (vi) merchandise purchased from a liquidator, distribution close out sale, or (vii) merchandise obtained from a rental retailer.

This Limited Warranty does not cover the following:

- Fabric stains, soiling, and or burns. Care should be taken to properly protect your mattress.
- Structural damage to a mattress caused by using improper bed frame or foundation.
- A mattress or foundation that is not defective.
- Normal body impressions of less than or equal to 1” inch in depth.
- Height of bed with mattress and foundation or bed frame fully assembled
- A normal increase in the softness of the Pure Talalay Bliss pressure relieving material, which does not affect the pressure-relieving qualities of the mattress.
- Comfort preference
- Sheet fit
- Transportation costs
- The outside cover of the mattress or its zipper more than **two (2)** years after the date of purchase.

No warranty, expressed or implied, applies to any condition resulting from misuse, abuse, delivery, or transportation damage, or any condition resulting from incorrect or inadequate maintenance, cleaning, or care. This Limited Warranty is null and void if merchandise has been damaged in moving from original point for delivery to you, the original retail purchaser.

Disclaimer

ANY AND ALL IMPLIED WARRANTIES, INCLUDING ANY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, IMPOSED ON THE SALE OF THIS MATTRESS AND ITS PARTS UNDER STATE LAW, SHALL NOT EXCEED IN DURATION THE TERM OF THIS LIMITED WARRANTY. NO OTHER EXPRESS WARRANTY HAS BEEN MADE OR WILL BE MADE ON BEHALF OF PURE TALALAY BLISS WITH RESPECT TO THE MATTRESS AND ITS PARTS, OR THE OPERATION, REPAIR, OR REPLACEMENT THEREOF, FURTHERMORE, NO

REPRESENTATIVE OF PURE TALALAY BLISS LLC OR ITS DISTRIBUTORS OR RETAILERS IS AUTHORIZED TO MAKE ANY CHANGES OR MODIFICATIONS TO THIS LIMITED WARRANTY.

SOME RETAILERS OFFER EXTENDED OR ADDITIONAL WARRANTIES, INCLUDING BUT NOT LIMITED TO EXTENDED OR ADDITIONAL FABRIC WARRANTIES, COMFORT EXCHANGES, AND OTHER PROGRAMS OF THEIR OWN AGREEMENTS, EITHER FROM THE RETAILER OR THROUGH A THIRD PARTY. THESE ARE OFFERED SOLELY BY THE RETAILER AND TO BE REMEDIATED BY THE RETAILER ALONE. PURE TALALAY BLISS SHALL NOT BE LIABLE UNDER ANY EXTENDED OR ADDITIONAL WARRANTIES BY ANY RETAILER OR THROUGH A THIRD PARTY. THE TERMS AND CONDITIONS STATED IN THIS LIMITED WARRANTY SHALL BE THE CONSUMER'S SOLE AND EXCLUSIVE REMEDY IN THE EVENT OF A MANUFACTURING DEFECT DURING THE WARRANTY PERIOD. IN NO EVENT SHALL PURE TALALAY BLISS BE RESPONSIBLE FOR DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, PUNITIVE, EXEMPLARY, OR SIMILAR DAMAGES, WHETHER DIRECT OR INDIRECT, AND WHETHER ARISING IN CONTRACT OR TORT. IN NO EVENT SHALL THE RESPONSIBILITY OF PURE TALALAY BLISS BE OTHER THAN ITS SOLE OBLIGATION TO REPAIR OR REPLACE THE PRODUCT. THIS EXCLUSIVE REMEDY SHALL NOT BE DEEMED TO HAVE FAILED OF ITS ESSENTIAL PURPOSE SO LONG AS PURE TALALAY BLISS IS WILLING AND ABLE TO REPAIR OR REPLACE ANY PURE TALALAY BLISS MATTRESS, UPON EXAMINATION BY AN AUTHORIZED REPRESENTATIVE OF PURE TALALAY BLISS TO CONTAIN A MATERIAL MANUFACTURING DEFECT.

PURE TALALAY BLISS RESERVES ALL RIGHTS TO DISCONTINUE ITEMS AND CHANGE PRODUCT SPECIFICATIONS WITHOUT NOTICE.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Some states do not allow the exclusion or limitation of certain damages, so the above limitation or exclusion may not apply to you. This Limited Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

Remedy

Under this Limited Warranty, Pure Talalay Bliss's exclusive obligation during the applicable warranty period is to repair or replace, at its option, any Pure Talalay Bliss mattress upon examination by an authorized representative of Pure Talalay Bliss, to contain a material manufacturing defect. **If within the warranty period, identical materials are unavailable at the time of repair or replacement, Pure Talalay Bliss reserves the right to substitute materials of equal or better quality.**

Claim Procedure

If a problem arises, which you feel is covered by this Limited Warranty, you must contact the Pure Talalay Bliss “**Authorized Retailer**” from which you purchased your furniture. **The original bill of sale and the law label from the defective product are REQUIRED for the fulfillment of this Limited Warranty.** Any claim for warranty service must be accompanied by the necessary information, and provided within the warranty period, to satisfy the Limited Warranty requirements. Pure Talalay Bliss may require you to provide proof of the quality of the foundation used with your mattress. If necessary, the retailer will contact Pure Talalay Bliss to establish service. If the problem can be easily corrected, Pure Talalay Bliss will authorize the retailer to make those repairs. Pure Talalay Bliss reserves the right to require that defective parts be returned upon request.

Pure Talalay Bliss is not responsible for scheduling or the cost of transporting the product from your home to the retailer or from retailer to your home. You must make those arrangements with the retailer. If the retailer you purchased the product from has closed you need service, contact Pure Talalay Bliss in writing or call our customer service number for instructions. Visit our website at www.talalaybliss.com for current contact information.

Caution

Pure Talalay Bliss reserves the right to refuse service and invalidate this Limited Warranty when, upon inspection the Pure Talalay Bliss mattress is found to be in an **unsanitary condition** or when product failure is due to causes other than defective workmanship or materials. Please refer to the “Mattress Care Instructions” section of this Limited Warranty for proper mattress care.

MATTRESS CARE INSTRUCTIONS: Do’s & Do not’s

Do give your mattress set time to “air out” upon removal from its plastic packaging, and dispose of all plastic packaging as soon as possible.

Do carry your mattress flat on its side. It’s easier to handle and you’ll be less likely to damage the mattress. If you must bend to get through a very tight spot for delivery, NEVER fold the mattress from side to side, only bend from head to foot if absolutely necessary and a very short period.

Do keep your mattress flat, Do Not store it in compressed or rolled state for shipping.

Do keep your bedding clean. We suggest using a mattress pad or mattress protector, especially if children will be using the bed.

Do replace the old foundation when purchasing a new mattress. An old foundation may not provide sufficient support. It may appear that your new mattress is sagging when it is really the foundation that supports the entire mattress.

Do use appropriate frame and center support for queen and king size sets. Using the right support frame will ensure that your warranty remains in effect.

Do spot clean as needed, and remember that the top cover panels on Pure Talalay Bliss mattresses are removable for washing if it's absolutely necessary. We recommend using cold temperature setting for machine washing and air drying.

Do not place your mattress over a heating vent.

Do not PLACE YOUR MATTRESS NEAR OPEN FLAME OR EXPOSE TO FIRE. THIS MATTRESS IS NOT FLAME OR FIREPROOF, AND CAN IGNITE AND/OR BURN IF EXPOSED TO OPEN FLAME OR FIRE. WHEN IGNITED, SOME BEDDING MATERIAL CAN BURN RAPIDLY AND SMOKE AND HAZARDOUS GASES.

Do not smoke in bed. This mattress is manufactured as required by federal law to resist, but not necessarily eliminate, ignition by smoldering cigarettes.

Do not remove the FR barrier on your mattress, which is there due to federal laws, doing so WILL negate your warranty.

Do not leave heating pads on your mattress unattended.

Do not allow your mattress to get wet because some of the upholstery materials may compress. Protect it from water or other liquids.

Do not remove the law label or tag at the end on your mattress. This label serves as a means of identification to establish your right to the Limited Warranty.

Do not use dry cleaning fluid of any type on your mattress. These chemicals will damage some of the construction materials and will void the limited warranty.

Visit us in the web at www.puretalalaybliss.com

