



SleepInnovations®



# Thank You!

Your best rest is just a few steps away.

With Sleep Innovations, you can forget plugging in cords and downloading apps. Everything you need is right inside this box.

Sweet dreams start here.

Thank you for trusting us to deliver them.

**SleepInnovations®**



Our life's work is to make your rest easy.  
For more sleep solutions, find us at  
[SleepInnovations.com](https://SleepInnovations.com).

And if you like us, please leave a review!

# steps to sleep



## Unpack

Place this box in the room where you sleep.  
Take the compressed mattress out of the box.



## Unroll

Remove your mattress from the outer plastic layer and place it onto your bed foundation.



## Unwind

Carefully cut and remove the inner plastic sleeve.  
Be extra careful not to cut the cover.  
Your mattress will immediately start to expand.  
Your mattress may take up to 48 hours to reach its full potential, but you can sleep on it whenever you want.

# Frequently Asked Questions

## **I need to talk to someone about my mattress. Who can I talk to?**

Please reach out to our Customer Care team at 1-888-999-0499 (Monday – Friday, 9:30 am – 5:30 pm ET) or email [customercare@sleepinnovations.com](mailto:customercare@sleepinnovations.com).

## **Where does Sleep Innovations make its mattresses?**

We design and finish our products in the USA and Mexico. Our foam is made by us in our factories, for quality you can trust. It is CertiPUR-US® certified for durability so you can rely on high-quality sleep.

## **How do I clean my mattress?**

You can spot clean your mattress with a damp cloth and mild, clear soap. Please let it air dry completely before covering with fresh sheets. We have also included product specific care instructions on the sewn-in tag. Do not remove the cover as it provides flammability protection. Removing the cover will void your Limited Warranty.

## **My mattress doesn't feel how I thought it would. What should I do?**

Foam distributes weight evenly across the body, which relieves pressure points. Sometimes it takes a few nights to get used to this new feeling. Give this mattress a little time and you'll be experiencing the deep, undisturbed sleep that you deserve!



# Mattress 10 Year Limited Warranty

## What does this limited warranty cover?

Sleep Innovations warrants that the foam material in this product will be free from defects in material and workmanship as described in this warranty (hereinafter referred to as the "Limited Warranty"). Coverage under this Limited Warranty applies only to the original purchaser from an authorized retailer. The Limited Warranty is not transferable to any subsequent owners of the product. Severe body contours are covered by this Limited Warranty. Severe body contours are impressions which exceed one and a half (1½) inches in depth for quilted or tufted top mattresses, or three quarters (¾) inch in depth for flat top panel mattresses without quilting or tufting below the normal level of the product.

## How long does this limited warranty last?

The Limited Warranty for this product starts on the date of purchase and expires ten (10) years from the date of purchase.

## What will Sleep Innovations do?

If a covered defect occurs during the Limited Warranty period, Sleep Innovations will repair or replace (at Sleep Innovations's option) the defective product. If a replacement is required, Sleep Innovations reserves the right to substitute materials of equal or higher quality if a similar product is not available. Products will be replaced only once during the Limited Warranty period. The Limited Warranty period is valid from the date of your original purchase and only covers one replacement during the ten (10) year period.

## How do you get limited warranty service?

If you are considering placing a Limited Warranty service claim, please contact us at 1-888-999-0499, Monday–Friday, 9:30 am - 5:30 pm ET or email us at [customercare@sleepinnovations.com](mailto:customercare@sleepinnovations.com).

A simple claim form must be completed and submitted with a copy of the original purchase receipt or packing slip for proof of purchase date and the law tags. You must provide transportation or accept freight charges to and from the nearest Sleep Innovations facility for inspection of the warranted product (if requested) or to either return the product for repair or replacement. At our discretion, we may request you to provide photos (digital or standard) of the defective product prior its return for inspection, if requested.

## How does state law apply?

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply. If an implied warranty or condition is created under applicable state law, you also have an implied warranty or condition, **BUT ONLY AS TO DEFECTS DISCOVERED DURING THE PERIOD OF THIS LIMITED WARRANTY (10 YEARS).**

## What is not covered by this warranty?

The Limited Warranty does not cover the following:

- (1) imperfections of the fabric cover, including but not limited to cover pilling, excess threads, and wrinkling;
- (2) slight body impressions (less than one and a half (1½) inches in depth for quilted or tufted top mattresses, or less than three quarters (¾) inch depth for flat top panel mattresses without quilting or tufting);

- (3) comfort preference;
- (4) odors;
- (5) mildew or mold occurring after the use of the mattress;
- (6) transportation charges (if applicable);
- (7) any abuse or unsanitary product condition;
- (8) failure to use a proper foundation or replacement of another piece in the sleep system;
- (9) floor models, demonstration samples or any resold product; and/or
- (10) damage caused by improper use or care or damage caused by other actions or events beyond Sleep Innovations's reasonable control.

Failure to follow the manufacturer's use and care instructions may void this Limited Warranty. The zipper on the mattress is only for use in the manufacturing process and should not be zipped open or closed at any time by the consumer.

**Using the zipper will void the Limited Warranty. The mattress cover must not be removed to launder or for any other reason because it provides important flammability protection. Removing the mattress cover will void the Limited Warranty.**

Sleep Innovations does not warrant that this product is suitable for a person's medical condition, that it will protect the user against bacteria, viruses, or other disease organisms. To the maximum extent permitted by applicable law, in no event shall Sleep Innovations be liable for any special, incidental, punitive, indirect, or consequential damages whatsoever in any way arising out of the use of, or inability to use, the product.

Sleep Innovations reserves the right to refuse service and invalidate this Limited Warranty when, upon inspection, the product is found to be in an unsanitary condition, or when the product failure is due to causes other than defective material and/or workmanship.

This mattress is designed for full performance when used with a supportive foundation system (platform bed, slatted frame with horizontal center supports and/or a box spring). A Queen, King, or California King frame must have a rigid bridge bar with at least 5 support legs or 5 equally spaced hardwood cross slats with a supporting center leg. The cross slats must be at least 3 inches wide and no more than 4 inches apart. Inadequate bases include, but are not limited to the floor, plywood, bunkie boards, and plastic liners. Sleep Innovations may require the user to provide proof of the quality of the foundation, adjustable bed base, or bed frame used in conjunction with the mattress if the user makes a claim under this Limited Warranty. Sleep Innovations makes no representations whatsoever as to the structural integrity or rated load for any frame, foundation, or adjustable base not manufactured by or for Sleep Innovations. If used on a faulty foundation system, or on the floor, resulting in damage to the mattress, the Limited Warranty will be void.

All warranties contained herein are void if the product is found to have been tampered with or misused by the purchaser beyond reasonable wear. This Limited Warranty shall not apply if the product has been damaged, intentionally or due to accident or neglect, including but not limited to damage caused by burns, cuts, water, stains, or bodily fluids. The consumer is required to protect the mattress with a stain resistant mattress pad, and this Limited Warranty does not cover defects or damage caused by a consumer's failure to follow this requirement. This Limited Warranty does not cover the normal increase in softness of the memory foam material or a decrease in the slow recovery feature (elasticity). These aspects do not represent a manufacturing defect of the pressure relieving qualities of the foam. The service terms stated in this Limited Warranty shall be the consumer's sole and exclusive remedy in the event of product failure during the Limited Warranty period. Sleep Innovations makes no warranty beyond what is contained in this Limited Warranty. Sleep Innovations does not authorize any person to create it or any other obligation or ability in connection with this Limited Warranty.

**Sleep Innovations is a registered trademark and brand of FXI, Inc.**



**Now enjoy your best rest.**

That's all there is to it. Seriously,  
this isn't rocket science.



[sleepinnovations.com](https://sleepinnovations.com)