



warranty information
and care guide

HEMINGWAY

An American Icon An American Mattress

Thank you for your selection of the
Ernest Hemingway Sleep System

Hand Crafted by American Artisans

Hemingwaymattress.com

The Inspire Collection

20 year non prorated

The Adventure Series

15 year non prorated

What Is Covered in our Mattress Warranty

Sagging, or sinking, is the most common mattress defect covered under warranty. Today's mattresses are designed to retain a firm, comfortable shape for long periods of time. While some sagging will naturally occur after years of use, premature or excessive sagging is often the result of a product defect — faulty inner springs, in most cases. Mattress warranties will include a specific sagging depth; if the mattress sags below this threshold, then the manufacturer must replace the product free-of-charge. The sagging depth for our mattress warranty is 1.5 inches. To accurately measure the sagging depth, first stretch a length of string over the entire width of a fully stripped mattress; when the line is taut, use a ruler or tape to measure the distance between the string and the deepest indentation.

Other physical defects covered under most mattress warranties include:

- Coils that break, bend or burst out of the side.
- Seams that come undone.
- Irregular bunching in certain areas (usually associated with foam mattresses)

What Is Not Covered in our Mattress Warranty

Warranties are designed to protect consumers against product defects, but not normal wear and tear that occurs after prolonged use. For our mattresses, normal wear and tear may include:

- Sagging that does not reach the minimum depth threshold as covered in the warranty.
- Lumpiness or uneven surfaces caused by long-term use.
- Discoloration as a result of machine or hand washing.

Furthermore, warranties do not cover structural damage caused by the owner. Examples include scuffs or tears that occur when moving, pet-related scratches or bites, and permanent indentations caused by someone jumping or falling on the mattress.

Comfort Exchanges

Our mattress warranties do not guarantee that the buyer will 'like' the mattress after using it, or that he or she will be satisfied with the product for as long as the warranty is valid. Unless caused by a measurable product defect, problems like 'reduced comfort' or lack of softness' are considered normal wear and tear, and will not be covered under standard mattress warranties.

If the Retailer offers a comfort trial, then your communications needs to be directed to the Retailer from whom you purchased.

Things that Void a Warranty

Removal of the Law Tag: All mattresses will be sold with a small tag attached, usually somewhere on the back surface. This tag, referred to as the **law tag**, will read 'Do not remove this tag under penalty of law'. The 'penalty of law' in this case only applies to the seller or manufacturer, and the buyer is allowed to remove the tag at will without facing any legal repercussions. However, the law tag is considered a proof of purchase, and removing it will automatically void the warranty.

1.Improper Support: Warranties assume the buyer will utilize a box spring and/or bed frame that provides adequate support for the mattress. A warranty may be voided if the box spring is old, misshapen or damaged, or if the bed frame is not equipped with a stable metal bar that supports the mattress in the center. A standard mattress warranty will include specific support guidelines that the buyer must follow.

2.Stains: Many liquids can corrode mattress foam, causing the product to break down and lose its structural integrity. Mattresses with irremovable stains are also considered unsanitary, and thus legally unfit for storage in company warehouses. For these two reasons, even small stains from water, coffee and other innocuous fluids can void the entire warranty. In order to keep their mattress stain-free, buyers are encouraged to use a mattress protector starting with the first night of use.

3.Failure to Follow Rotation Schedule: The Hemingway one-sided mattress will require the buyer to periodically rotate the mattress. This process rejuvenates the upholstery fabric and internal foam layers, and can prevent premature sagging.

4.The Mattress Has Been Sold or Given to Someone Else: Warranties normally do not extend to anyone who buys or receives a mattress from the original purchaser. Therefore, most mattress warranties will be voided if the mattress changes hands.

Proper care for your new mattress

Ensure proper support.

A new mattress needs the support of a proper foundation to resist sagging over time. You can choose from the matching box spring, an adjustable foundation (if the mattress is compatible) or a bed frame that has the proper number of slats. Use of a Bedframe must have a center support and a wood slat head & footboard should have two center legs.

Use a liquid resistant mattress protector.

Spills and stains can impact the integrity of the mattress fabric and foams. Severe spills can also cause the foams to collapse, making them prone to impressions which can cause discomfort. A liquid resistant mattress protector will help keep your mattress clean and healthy over time. Look for one made from breathable materials.

Clean your mattress regularly.

Knowing how to clean a mattress can help you reduce dust and allergen build up. Regular vacuuming of the mattress using a handheld attachment during your regular cleaning cycles at home is an easy way to clean your mattress.

Take caution when considering how to wash the mattress in the event of accidental spills or stains. Saturating the foams and fibers with liquid cleaners and water can damage the foam. When needed, you can spot clean stains using warm water and a mild detergent. Then, let the surface dry completely before putting your sheets back on.

Rotate to even out wear over time.

Rotating is not required, but it can help even out normal wear over time. You can rotate your pillow top mattress as often as once per month, or less depending on your preference.

Take care when moving your mattress.

If you need to move your mattress to a new room, or a new house, be sure to measure the entryways to insure that your mattress can fit through without bending. Bending the mattress can cause damage and void the warranty. When possible, work with professional movers to insure that your mattress is transported without any damage.

• Customer information & Registration

• Your Name _____ Age _____ City _____ State _____ E-Mail _____

• Income range: \$0 to 50,000 ___ \$51,000 to \$75,000 ___ \$76,000 to \$125,000 ___ &126,000 + ___

• Where you purchased your Hemingway mattress _____ Last time you purchased a mattress –Year _____

• Brand Name of old mattress _____ Why you selected the Hemingway Mattress _____

• _____

Send to warranty @
Hemingwaymattress.com



1375 Jersey Ave
North Brunswick, New Jersey 08902



What to expect from your Hemingway Luxury Mattress

Body Impressions

Expect your mattress to develop indentations called 'body impressions' during the first several weeks. These impressions are normal and will gradually improve. Body impressions up to 1 ½ inches will remain throughout the life of the mattress and are not a warranty concern. Remember, The Tufts, will conform to your Body.

Provide Proper Support

Lack of proper support can cause structural damage that will void your warranty. If you will be placing your new set on an existing frame or bed, please read your warranty card for the required center support frames.

Ridge in the Middle

When two people sleep on a mattress set, the padding materials tend to settle more rapidly on each side than in the middle. The result is a visual ridge in the middle of the mattress. Sleeping in the middle of the mattress can help reduce this ridge. The ridge is considered normal, since each sleeping partner seeks to their own level of comfort and support. Rotating your mattress on a regular basis will help. The ridge is not a warranty issue.

New Mattress Scent

New product odors are common and just not in mattresses. Our mattresses are made to order and packaged in sealed plastic bag immediately after production. When the sealed plastic is first opened, you will notice a scent that comes from new materials and foams in a new mattress. The scent is sometimes unpleasant, but is not harmful and should dissipate in a few days.

Scuffs & Blemishes

You will notice small manufacturing inconsistencies with any mattress set. Scuffs or blemishes and loose threads are common and will not affect the durability or comfort of your new mattress. Please clip any loose threads with scissors rather than pulling them.

Taller, Thicker Mattresses

Today's mattresses are much thicker than they were in previous years. You should expect your new mattress set to be higher off the ground than your old set. If your set is too high, low profile box springs or low profile bed frames are available. Deep pocket sheets are available in all fine Department or Linen Stores.

Give it Some Time

Your new mattress will not feel exactly like your old mattress. It usually takes 8-10 weeks to properly break in a new mattress. Your body is getting re-aligned and acquainted to your new mattress. A minimum of 30 days is required for your new mattress to adjust to your body.

Keep your Mattress Clean

Please for sanitary reasons, purchase a mattress pad. If your mattress becomes stained or unsanitary at any time, your warranty will become void.

About the Tufts

One of the Key Features to our Hemingway Classic Tradition Luxury Brand. Not only are the Hand Tufts extremely functional to the Hand Made Mattress They prevent our Luxury Materials from shifting or bunching. The Wool Tufts are decorative. The Tufting is essential for Vertical Weight Distribution and No Partner Disturbance.