

## General Warranty

The Wool Bed Company warrants that all items sold are free of material or workmanship defects. If a defect is found within 30 days of purchase, we will reimburse our customers for the entire cost of goods and shipping. Validity of damage claims will be at the sole discretion of The Wool Bed Company. Our customers must notify us of such damage within 30 days prior to returning the merchandise. Once validated, the item must be returned with a copy of the original sales invoice.

Valid damage claims include, but is not limited to, loose or defective seam, stains, or flaws in fabric. Poor care or improper use from the customer can invalidate the warranty. If found to be defective, The Wool Bed Company will repair or replace items at our discretion exclusive of inspection costs. We reserve the right to use substitute materials of similar quality if the original products materials are not readily available. All other claims including incidental or consequential damages are precluded.

This warranty begins on the date you purchase your mattress. Any and all implied warranties on our products shall not exceed in duration the terms of this warranty. If your mattress is repaired or replaced, the warranty will not be renewed. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply. Our warranty gives our customers specific legal rights. Further, you may have other rights which can vary from state to state.

In order to avoid invalidating the warranty, please refer to the care instructions for proper mattress care.

## Returns

Due to the nature of our product, returns of mattresses and mattress toppers are not allowed because they cannot be resold. Further, all custom products are nonreturnable. Other product returns will be considered if they are unused or very lightly used, and only if they were given proper care. A 20% restocking charge will be applied, along with shipping charges will be applied in both directions. All returns are subject to evaluation. Unused returns are appraised for resale and lightly used returns are reviewed for donation. Customers are responsible for all shipping charges incurred. If The Wool Bed Company issues a refund, please allow 5 to 10 business days for processing. Federal law prohibits the resale of used bedding so we encourage customers to order samples prior to ordering products.

# Warranty Coverage, Limitations and Care Guidelines

## Limited Warranty Coverage

The Limited Warranty covers manufacturing defects if the product is given proper care and if the bed frame provides proper support. The warranty is only valid for the original purchaser of the product. Defects could include:

- Body impressions, ridges, sagging, or compression in the mattress that measure greater than 3 inches
- Flaws in the fabric that could hinder the integrity of the product
- Weak or damaged seams that could affect longevity of the product

The Limited Warranty does not cover items not listed in the “limited warranty coverage” section, such as, but not limited to:

- Alterations to original design
- Damage from abuse, misuse, and improper care
- Use of an improper bed frame
- Body impressions, ridges, sagging, or compression in the mattress that measure less than 3 inches
- Comfort preference
- Slight variation of mattress thickness
- Transportation and inspection costs
- Bedding used in hotels, motels, or institutional facilities
- Fabric stains, soiling, fluid penetration, tears, or burns
- Mold, Mildew, Humidity, and any other environmental are the responsibility of the customer

## Important Information

The Wool Bed Company reserves the right to refuse service and invalidate the warranty if the mattress (even if defective) is found to be in an unsanitary condition. Blood or bodily fluid stains, infestation, unhealthy substance use, liquid penetration, or cleaning product use can render the warranty invalid. If product damage or failure is caused by misuse the warranty will not be valid.

For the health and safety of the employees of The Wool Bed Company, any product in an unsanitary condition will not be covered by the warranty. We reserve the right to refuse to inspect unsanitary items. A disposal fee may be charged if applicable.

Cleaning fluids can damage the materials of the mattress. Liquid penetration can damage the wool layer and cause excessive compression which could lead to felting or mold. These situations may result in damage that would invalidate your warranty.

The Wool Bed Company issues this warranty and the law tag attached to the products validates the warranty. Customers should retain the tag as proof of purchase. Please examine the tag and record the date of manufacturing and size of product. The law tag and warranty give you legal rights.

## Care Guidelines

To ensure the warranty is valid, please refer to the following guidelines:

- Immediately remove your mattress from the packaging and lay it flat
- Do not put your mattress on the floor because air circulation is essential
- Use a bed frame that offers proper support (slats should measure 2.5 to 3 inches with a 1 inch space between)
- During the first 6 months, rotate and flip your mattress every week and vary your sleeping positions
- Regularly rotate and flip your mattress to increase longevity and quality
- Use natural and breathable mattress protector to keep your mattress safe of bodily moisture
- Do not use cleaning chemicals on your mattress
- Do not allow your mattress to be saturated with liquid
- Refer to the care sheets included with your product for further care
- Do Keep the humidity in the bedrooms where the mattress is placed under 50% relative humidity

Thank you! The Wool Bed Company is eager to please our customers with a quality product and dedicated customer service!