




Thank you for your purchase

EOS[®]

Information Registration
Warranty



naturepedic[®]



Welcome to the family! With your new Naturepedic EOS, you'll be sleeping soundly on your custom mattress in no time. The EOS comes with benefits like a 20 year warranty, a free 90 day layer swap program to find your perfect comfort level, and product registration updates.

To start, please register your Naturepedic EOS today by visiting **naturepedic.com/register**. When you register, we can keep you up to date on any announcements regarding your EOS. Your registration will also be filed in case of a warranty claim so that we can take care of you right away.

As soon as your EOS is set up just right and you're experiencing healthier, more restful sleep, we would love to hear from you on our website where you can leave a review. Your feedback helps others find the right product for their needs. Find your product at naturepedic.com/eos and start your review with the link on your product's page.

We want you to have a safer, healthier, and more natural sleep environment for yourself and your whole family. Sleep tight!

The Naturepedic Family

Comfort. Without Chemicals.™

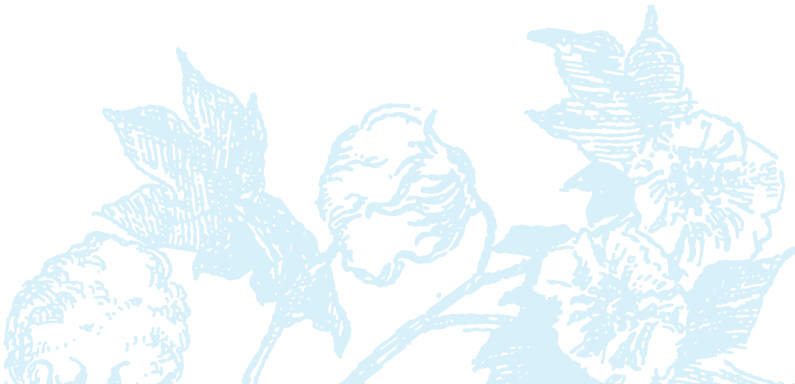
Naturepedic is all about bringing you a safer mattress by providing the highest quality products using organic materials. And we don't use the term "organic" lightly! Naturepedic is proud to be one of the few independently certified organic mattress manufacturers in the United States. Our organic certifications even allow us to trace your mattress materials back to their origin to confirm their purity. When it comes to your comfort and safety, we don't skimp.

We're committed to quality, both in our products and our service to customers. As a small, family-owned company, we think of our customers as family too. Please reach out to us with any questions or concerns, and we'll take care of you.

Free 90 Day Layer Swap

Any time you change your mattress, your body needs time to adjust to the new feel and support. We recommend you take at least 30 days to adjust to your new Naturepedic mattress. If you're still not comfortable, take advantage of our free layer swap program so that you can find your ideal comfort level.

You can swap any EOS top comfort layer for free within 90 days of your original purchase date. You only pay shipping! Visit naturepedic.com/layerswap for the full details and to begin your layer swap order.





Naturepedic EOS® Limited Warranty

Who and what does this Warranty cover? This Warranty is not transferable and only covers you if you are the original purchasing consumer and owner of the EOS ("Product") and purchased it directly from Naturepedic or from an authorized dealer. Because we strongly believe in the quality, design and craftsmanship of our products, the EOS components are warranted against defects in workmanship and material.

What will Naturepedic do? If any component in the mattress should wear out prematurely during that time, we will, upon inspection repair or replace that component for you accordingly. Naturepedic reserves the right to substitute material or product of equal or higher quality. Repair or replacement does not extend the original period of limited warranty, nor does it constitute the beginning of a new limited warranty period.

How long does the coverage last? This Warranty lasts for twenty (20) years from the date of purchase. The first ten (10) years are a full component repair or replacement warranty. The last ten (10) years will be prorated based on a 50/5 percentage basis. Starting at the 11th year, you will receive a repair or replacement credit equal to 50% of the original component price. The credit will decrease by 5% each year for the following nine (9) years. If the EOS is used in a commercial facility (e.g. hotel) then this Warranty is limited to five (5) years, non-prorated.

What is not covered by this Warranty? Your EOS is constructed individually, one at a time. As such, some degree of individualization of the finished product is an inherent part of that product. Imperfections that do not prevent reasonable continued use of the EOS are not considered to be defects.

This Warranty excludes: (a) minor imperfections and slight cosmetic flaws; (b) normal wear and tear; (c) tears, stains, soiling, burns, and discoloration that occur over time; (d) dampness or mold; (e) firmness preference or a change in comfort; (f) sagging or body impressions of any dimension if the mattress is not supported by a solid platform or a foundation equivalent to what is offered by Naturepedic; normal body impressions not greater than 1.5" in the mattress as measured below the quilt level (settling of the fiber in the quilt is to be expected and is not considered a defect); (g) allergies and sensitivities; (h) naturally occurring cotton, wool, or latex aromas; and (i) Products that are purchased from second hand parties, sold as promotional items, giveaways, "as is," or "floor models."

In addition, this Warranty does not cover conditions resulting from abusive handling, misuse, or neglect, and the following, if found upon inspection, will void your Warranty: (a) damage of the mattress or foundation due to misuse or abuse; (b) any unsanitary condition; (c) burns; (d) improper or inadequate return packaging; (e) missing law label; (f) improper bed frame; (g) jumping on the Product; (h) attempting to clean the Product in an inappropriate manner; and (i) improper storage of the Product.



Please note that the use of cleaning fluids may damage the fabric and materials in your mattress. Allowing water or other liquids to penetrate your mattress may damage the layers of upholstery, causing materials to compress. As such, we strongly recommend that your sleep system be protected with a waterproof pad to ensure that your sleep system remains in a clean and hygienic condition throughout its natural lifetime.

This Warranty does not cover shipping charges associated with returning the damaged Product or with shipping any replacement Product.

ADDITIONAL LIMITATIONS. THIS WARRANTY DOES NOT COVER DAMAGES IN EXCESS OF THE PURCHASE PRICE THAT YOU PAID FOR YOUR MATTRESS. ADDITIONALLY, TO THE EXTENT PERMITTED UNDER STATE LAW, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES ARE NOT COVERED BY THIS WARRANTY. FOR COMMERCIAL AND ALL OTHER NON-CONSUMER USE THERE ARE NO WARRANTIES BEYOND THIS WARRANTY EXPRESSLY STATED ABOVE, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, WHICH WARRANTIES ARE HEREBY SPECIFICALLY EXCLUDED. IF YOU ARE A CONSUMER WHO PURCHASED YOUR PRODUCT FOR PERSONAL, FAMILY, OR HOUSEHOLD PURPOSES, THE AFORESAID IMPLIED OR STATUTORY WARRANTIES ARE LIMITED TO THE DURATION OF THIS EXPRESS WARRANTY OR THE MINIMUM PERIOD PERMITTED BY LAW.

Your rights under state law: Some states do not allow the exclusion or limitation of incidental or consequential damages in connection with the sale of consumer products, so the above limitation or exclusion of incidental or consequential damages may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Other terms and conditions: Naturepedic makes no medical or health claims regarding its mattresses or other products. Allergies, discomfort, or other conditions, are not covered under this Warranty. Any questions or concerns regarding medical or health conditions should be addressed by a licensed physician.

How to make a claim under this Warranty: In order to claim your warranty you must be able to provide the original law tags, and proof of purchase (including date of purchase). To make a claim under this Warranty, please send: 1) a brief written description of the problem; 2) a picture of your Product's law label; and 3) proof of purchase (such as an original dated sales receipt), postage prepaid, to Naturepedic at: 16925 Park Circle Drive, Chagrin Falls, Ohio 44023. For more information, please call 1.800.91.PEDIC (1.800.917.3342 or 440.543.1483) or visit naturepedic.com to submit a claim via email.



naturepedic®

organic mattresses

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Chagrin Falls, Ohio 44023

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Register your product with Naturepedic today!

Visit naturepedic.com/register

Model:

MFR Date:



Made in USA

with domestic components and
imported fabric and components.

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