



Serenade

INFORMATION
REGISTRATION
WARRANTY


NATUREPEDIC

Welcome to the family!

THANK YOU for your purchase!

Please register your Naturepedic product today. By registering, you will stay up to date with any company or product announcements. Your information and purchase will also be recorded in case of a warranty claim. Registration is fast and easy when you visit us at naturepedic.com/registration.

Naturepedic was founded by parents, grandparents and scientists and is committed to providing a safer, healthier and more natural sleep environment for us and our children.

Sleep tight!

– THE NATUREPEDIC FAMILY

Help us spread the word about organic luxury!

HAVING SWEET DREAMS?

Please leave us a review: naturepedic.com

Have a question? Let us help: 800.917.3342

Comfort. Without Chemicals.™

Sleep is one of the most important factors for living a healthy life, and we believe that natural, organic materials provide the best overall sleep experience. Not only do our products eliminate concerns of toxic chemical and safety issues, but also provide luxurious comfort. Naturepedic has become the pioneer for certified organic sleep products that meet and exceed the Global Organic Textile Standard (GOTS), and ensure Safe Healthy Sleep for both you and your family.

Naturepedic is committed to health, wellness and sustainability through the materials we source, products we create and business practices used. We are proud to offer the highest quality mattresses for your best night's sleep.

Welcome To The Naturepedic® Family

CONGRATULATIONS on your purchase of a new Naturepedic® product. At Naturepedic, our goal is to provide quality materials and workmanship in the construction of our products. As such, each Naturepedic product is individually handcrafted with the finest materials by our highly skilled Amish craftsmen. If, however, you discover a material defect in your Naturepedic product, simply review our Warranty below and contact us at 1-800-91-PEDIC for instructions on how to claim your warranty. You can also write to the address printed on the law label of your product.

Serenade Product Limited Warranty

Who and what does this Warranty cover? This Warranty is not transferable and only covers you if you are the original purchaser and owner of the Naturepedic product ("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, our Products are warranted against the following defects in workmanship and material for your Naturepedic Product you have purchased when used normally for its intended purpose, as follows:

- A visible indentation in the mattress greater than one and a half inches (1 ½") that is not associated with an indentation or sag which results from use of an improper or unsupportive foundation or adjustable bed base. Normal wear requires that the mattress be continuously supported by a foundation or adjustable bed base with a proper bed frame sufficient to support the collective weight of the user, mattress, and foundation. Sufficient support is deemed to be a solid platform, a "bunkie board," or a slatted base, with unyielding slats thick enough to support you and the mattress. However, the slats or supports must be no more than 3" apart. If they are more spread out than that it will not provide enough support and will void your warranty. In all cases Naturepedic may decide in its sole discretion whether sufficient support was used.
- Any physical flaw in the mattress that causes the latex foam to split or crack, or encased coils to fail, despite normal usage and proper handling.

What will Naturepedic do? If the Product is found to be defective, we will, upon inspection, repair or replace the Product, subject to the limitations and exclusions herein. 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? For purchases of a Naturepedic Serenade mattress or foundation, this Warranty lasts for twenty-five (25) years from the date of purchase. The first ten (10) years are a full component repair or replacement warranty. The last fifteen (15) years will be prorated based on a 60/4 percentage basis. Starting at the 11th year, you will receive a repair or replacement credit equal to 60% of the original component price. The credit will decrease by 4% each year for the following fourteen (14) years. If the mattress or foundation 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? Every Naturepedic product 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 Product 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 sufficient support as described above; 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 aromas; and (i) Products that are purchased second hand from third parties, or Products 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) folding or bending the Product; (h) jumping on the Product; (i) attempting to clean the Product in an inappropriate manner; and (j) 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 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.

BINDING ARBITRATION NOTICE: YOU AGREE THAT DISPUTES BETWEEN YOU AND NATUREPEDIC WILL BE RESOLVED BY MANDATORY BINDING ARBITRATION AND YOU WAIVE ANY RIGHT TO PARTICIPATE IN A CLASS-ACTION LAWSUIT OR CLASS-WIDE ARBITRATION

PLEASE READ THE FOLLOWING PARAGRAPHS CAREFULLY BECAUSE THEY REQUIRE YOU TO ARBITRATE DISPUTES WITH NATUREPEDIC, AND LIMIT THE MANNER IN WHICH YOU CAN SEEK RELIEF FROM US.

Any dispute, controversy or claim arising out of or related in any way to this Agreement or any services performed hereunder which cannot be amicably resolved by the parties shall be solely and finally settled by arbitration administered by the arbitration agency selected by Naturepedic (for example, the National Arbitration Mediation organization), in accordance with its commercial arbitration rules. Judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. The arbitration shall take place before a panel of either one or three arbitrators, the number of which selected by Naturepedic, sitting in Geauga County, Ohio. The language of the arbitration shall be English. The arbitrators will be bound to adjudicate all disputes in accordance with the laws of the State of Ohio. The decision of the arbitrators shall be in writing with written findings of fact and shall be final and binding on the parties. Each party shall bear its own costs, including attorney's fees, relating to the arbitration proceedings irrespective of its outcome. If there is a joint cost because of the arbitration, such as the arbitration fee, then the parties will equally split that cost. This section provides the sole recourse for the settlement of any disputes arising out of, in connection with, or related to this Agreement.

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 www.naturepedic.com to submit it via email.



Organic Crib Mattresses

Our lightweight crib mattresses provide durable support without the weight of an innerspring, while the innerspring models offer a more traditional construction. Breathable models add an additional layer of air between the baby and the mattress.



Organic Cotton Changing Pads

Keep baby snug and secure with the Organic Cotton Changing Pad, made with lightweight food-grade polyethylene support, organic cotton batting, and waterproofed organic cotton fabric. Optional organic cotton flannel cover provides extra comfort and absorbency.



Organic Cotton Waterproof Protector Pads

Made with two layers of jersey organic cotton fabric for maximum comfort and flexibility on top and bottom with an ultra-thin waterproof barrier in the center. Fitted, flat, and breathable options available.



Organic Cotton Sheet Sets

Complete your bedroom with these organic cotton sateen sheets (approximately 400 thread count) in a natural ivory color. Set includes one flat sheet, one fitted sheet, and one pillowcase for twin sizes or two pillowcases for full or larger sizes. Crib sheet sets are also available.



Organic Kids + Adult Mattresses

Naturepedic's line of organic mattresses for children feature comfortable firm support and premium organic materials, while our luxurious adult mattresses provide an innovative and customizable approach to a certified organic mattress made just for you. You can choose between multiple firmness options. Naturepedic is proud to give your whole family a safer night's sleep.



Organic Foundations

Our premium foundations provide strong, balanced support for a perfectly matched bed set and long-term durability. Constructed with organic cotton fabric, organic cotton batting, and wood from environmentally managed forests.



Organic Luxury Toppers

Add a layer of cushion and comfort to your mattress with an organic mattress topper or pillow top. Our premium toppers are made with organic materials for a luxurious and softer feel without harmful chemicals. Choose from latex, microcoil, or wool for the perfect finishing touch.



Organic Pillows

Lay your head to rest on a pillow made from premium materials like GOLS or FSC® (FSC-C123979) certified latex, and non-GMO PLA, all encased within our luxurious organic cotton fabric.

FOR THE WHOLE FAMILY

Register your product with Naturepedic today!
Visit naturepedic.com/registration

Model:
MFR Date:



naturepedic.com

All Naturepedic mattresses are certified organic
and handcrafted in Chagrin Falls, Ohio

