

A woman with glasses and a white shirt is lying on her back on a bed, smiling. She is wearing a grey cardigan. The bed has a light-colored, textured mattress topper. The background is a softly blurred bedroom with a lamp and a window.

Mattress Topper

INFORMATION
REGISTRATION
WARRANTY



NATUREPEDIC

Welcome to the Family!

Thank you for your purchase!

Please register your Naturepedic product today. This will help you to stay up to date with any company or product announcements. We'll also keep a record of your purchase information when you register in case you need to file a warranty claim. Registration is fast and easy at naturepedic.com/registration.

Naturepedic was founded by parents, grandparents, scientists and engineers, and we are committed to providing a safer, healthier sleep environment for our generation and generations to come.

Sleep Tight!

– THE NATUREPEDIC FAMILY

Sleeping Better Already?

Help us spread the word about the organic difference by leaving a review at naturepedic.com.

Have a question? Let us help.

Call 800-917-3342.

Safer, Healthier Sleep

Sleep is one of the most important factors for living a healthy life, and we believe that quality sleep starts on a quality mattress. Our products are here to ease your concerns of chemical safety issues where you sleep, while also providing luxurious comfort. Naturepedic has become the pioneer for certified organic sleep products that meet and exceed the Global Organic Textile Standard and ensure safer, healthier sleep for both you and your family.

Naturepedic is committed to prioritizing health, wellness and sustainability through the materials we source, products we create and business practices we follow. We are proud to offer the highest quality mattresses and bedding for your highest quality 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. If, however, you discover a material defect in your Naturepedic product, review our warranty below and contact us at 1-800-91-PEDIC for instructions on how to make a warranty claim.

Mattress Topper 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 one of the following Naturepedic mattress toppers ("Topper") and purchased it directly from Naturepedic or from an authorized dealer: Adagio Topper, Shredded Latex (Box-Stitched Topper), Woolly Topper and Alpaca Topper. Our products are warranted against defects in workmanship and material when used normally for their intended purpose because we believe in their quality, design and craftsmanship.

What will Naturepedic do? If, after inspection, the Topper is found to be covered under this warranty, we will replace the Topper, subject to the limitations and exclusions herein. Naturepedic reserves the right to substitute material or product of equal or higher quality. Replacement does not extend to 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 Topper, this warranty lasts for ten (10) years from the date of purchase. The first five (5) years are a full component repair or replacement warranty. The last five (5) years will be prorated based on a 50/10 percentage basis. Starting at the 6th year, you will receive a repair or replacement credit equal to 60% of the original component price. The credit will decrease by 10% each year for the following four (4) years. If the Topper 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 individually constructed. As such, some degree of individualization of the finished product is an inherent part of that process. Imperfections that do not prevent reasonable continued use of the Topper are not considered to be defects.

This warranty excludes: (a) minor imperfections and slight cosmetic flaws; (b) normal wear and tear as a result of intended use; (c) physical abuse or damage to the product, including but not limited to: cuts, tears, stains, soiling, burns or liquid damage, provided that the defect is caused by such abuse or damage; (e) comfort preference; (f) allergies and sensitivities; (g) naturally occurring aromas; (h) an increase in softness due to normal usage; and (l) normal body impressions not greater than one (1) inch.

In addition, this warranty does not cover conditions resulting from abusive handling, misuse, or neglect, or a cause other than defective workmanship or materials, and the following, if found upon inspection, will void your warranty: (a) damage due to misuse or abuse; (b) any unsanitary condition; (c) burns; (d) improper or inadequate return packaging; (e) missing law label; (f) attempting to clean the Topper in an inappropriate manner, and (g) improper storage of the Topper.

Please note that allowing water or other liquids to penetrate your mattress topper may damage the filling, causing materials to compress. As such, we strongly recommend that your mattress topper be protected with a waterproof mattress protector pad to ensure that your topper remains in a clean and hygienic condition throughout its lifetime and is never machine or hand washed or exposed to water.

This warranty does not cover shipping charges associated with returning the damaged Topper 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 bedding 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 Topper law label and 3) proof of purchase (such as original dated sales receipt), postage prepaid, to Naturepedic at: 16925 Park Circle Drive, Chagrin Falls, OH 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.



For Baby

Give Baby their best start with safer, healthier nursery essentials – including the only breathable, waterproof and certified organic crib mattress on the market.



For Pets

Gentle on the body, tough on stains, made just for pets. Because when we say “Safe Healthy Sleep for the Whole Family,” we mean them, too!

For Kids

Make their bedroom the dreamiest spot in the house with certified organic sleep essentials that grow with them from toddlerhood through their teens.



For You

Customizable mattresses, luxury toppers, heirloom-crafted bedroom sets – there’s so much more organic sleep for YOU to explore at naturepedic.com.



SAFE HEALTHY SLEEP FOR THE WHOLE FAMILY



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



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