

Warranty - Limited warranties

Essentia Group Inc. warrants our models including: The Grateful Bed, Grateful Bed JR, Bionda, Stratami, Tatami, Classic Skinny, Classic 8, Energie Opus, Beausommet, Dormeuse, Dormeuse Fior and Unity mattresses, BedCare™ Mattress powered by Essentia, for a period of twenty (20) years prorated warranty, and our FROG and Jeanius mattress for a ten (10) years prorated warranty against defects in workmanship and materials, subject to the limitations contained herein. and our FROG and Jeanius mattress for a ten (10) years prorated warranty against defects in workmanship and materials, subject to the limitations contained herein. If during the twenty or ten year period, depending on the model, from the date of purchase your mattress is found defective because of faulty workmanship or structural defects other than the specific limitations contained herein, it will be replaced or repaired, at our option.

This warranty does not apply to the normal increase of softness in the foam which can occur during normal breaking in process; a lessening of the gradual recovery aspect of the foam, of which such lessening, should it occur, does not reduce the continual pressure reducing and pressure relief properties of the mattress. This warranty does not include any deterioration of the foam, with an indentation of less than three-quarters of an inch (3/4") not associated with a sag in the foundation, box spring or platform. It is incumbent on the consumer to maintain the foundation and provide appropriate support for the mattress. Substitutions or use of improper foundations, platforms, or other bases upon which the mattress is placed, may result in damage to the product. Should the product be damaged by the use of an improper base by the consumer, this warranty is void. This warranty does not apply to the cover on the mattress which is warranted for a period of two (2) years from the date of purchase against defects in material or workmanship. The optional matching foundation has a one (1) year warranty against defects in material or workmanship, and we will repair or replace at our cost this foundation, based on our assessment of defect or damage. However, this warranty is limited to that particular piece or part determined to be defective. Entire sets will not be replaced unless all pieces are deemed defective.

The warranties contained herein do not include the costs of shipping and handling, which are to be borne by the purchaser. Our representative or designated agent shall make the final determination regarding repair or replacement. We do not warrant our product as a remedy for any specific medical condition and do not warrant against any complications resulting from the use or inability to use this product. We do not warrant individual comfort preferences, sheet fit or height issues resulting from purchaser's bed frame size or headboard style.

All warranties herein are void if the product is found to have been tampered with or misused by the purchaser beyond reasonable wear, and shall not apply if the product has been physically damaged intentionally due to accident or neglect; including but not limited to damage by burns, cuts, water, stains, humidity/mold, bodily fluids or is otherwise abnormally soiled, used or unsanitary.

These warranties are valid only to the original purchaser of the product as indicated on the original sales invoice. The law tag must not be removed from the original product as this identifies the product for the purpose of the warranties contained herein. The original invoice is required and is the only acceptable proof of purchase.

In order to provide an optimum sleeping surface, this premium product contains only the finest quality materials. As with all premium sleep products, certain body conformity adaptations will take place as your mattress adapts to your particular body shape and type and any peculiarities in your spinal alignment or bone structure. This is to be expected and is part of the performance of your mattress.

Should this warranty be exercised and your product replaced and/or repaired, the warranty will not be extended or renewed. Terms and service related in this warranty shall be the consumers sole and exclusive remedy should the product fail during the timeframe stated herein. We make no warranty beyond those terms and conditions stated. Please retain this warranty and your original invoice for twenty (20) years or ten (10) years based on the model.

Contact original point of purchase regarding any warrantable issues. This guarantee does not apply to Essentia mattresses featuring a quilted top or pillow top. Prorated warranty schedule: This prorated warranty schedule applies to our models including: Grateful Bed Jr, Bionda, Stratami, Classic 8, Energie Opus, Beausommet, Dormeuse, Dormeuse Fior, Unity, and BedCare™ Mattress powered by Essentia. Ten-year full warranty- eleventh year maximum 50% of MSRP; twelfth year maximum 48% of MSRP; thirteenth year maximum 45% of MSRP; fourteenth year maximum 40% of MSRP; fifteenth year 35% of MSRP; sixteenth to twentieth year maximum 25% of MSRP.

No exchanges or money back on: special/custom orders, pillows, adjustable bases, bases/foundations, toppers, crib mattresses. Our BedCare™ mattresses are custom made and can not be returned with the satisfaction guarantee policy. Each BedCare™ Mattresses powered by Essentia is handcrafted and custom made expressly for the customer placing an order. This assures our customers of always receiving fresh new materials and components. There are no cancellations once the order is placed into production, and no returns or exchanges. This supersedes our 60-Day return policy.