

MATTRESS CARE INFORMATION

If your foam mattress arrives compressed please use caution in opening the shipping box. Do not use sharp objects or knives, as you risk cutting into your product. Once the product is out of the shipping box, remove the plastic bag, being careful not to tear or cut your product. Once removed from all packaging, we recommend letting the product sit and become acclimated to room temperature. Letting the product sit for an hour or two will allow it to start expanding to its normal shape/size. In a short amount of time, your product will expand to full size/shape with minimal assistance. In some cases, it may require up to 48 hours for the product to regain its full shape.

If you notice a slight odor when the package is first opened, this is normal for newly manufactured foam and will fade away in a couple days. If you are sensitive to the smell, we suggest letting the mattress air uncovered for 24 hours prior to use.

Always keep your foam mattress clean and dry by using a mattress pad. Mattress pads are designed to be waterproof and stain proof and are machine washable. Stains, soiling and/or fluid penetration may void the warranty.

Keeping your Broyhill® O2™ foam mattress clean and dry is the most important part of caring for it. Water, beverages and cleaning solutions will soak through the top layer of the mattress into the foam and damage the integrity and comfort structure of the mattress. If a spill occurs, immediately blot it with paper towels or clean, white towels. Never allow a liquid to soak into the mattress.

Cleaning Tips

Use the soft brush attachment of your vacuum cleaner to remove any dirt or dust that may accumulate on the surface of the mattress.

Stain Removal

If something does stain your mattress, take the utmost care in cleaning it. As stated above, even cleaning solutions can damage your mattress. Water that soaks through can cause mold to build up on the foam, which can be hazardous to your health. To remove stains, mix cold water and a mild detergent such as dish soap to form suds. Use a clean white cloth to apply to the mattress. Blot at the stain and use as little cleaning solution as possible to prevent the liquid from soaking through. Instead of blotting, you can use a spray bottle to control the amount of liquid applied to the surface of the mattress. If regular detergent won't remove the stain, use natural cleaners such as baking soda or vinegar. Mix one part baking soda or vinegar into three parts of water and spray or dab onto the surface to clean. Dry completely.

Thank You For Choosing
 **Broyhill®**

 **Broyhill®**

Foam Mattress Warranty

Congratulations on the purchase of your new Broyhill® O2™ Foam Mattress. It is our mission to produce a quality product that will provide you with a comfortable and healthy night's sleep for years to come. We design all of our mattresses with comfort, support, innovation, quality and value in mind - features you deserve and expect from Broyhill®.



PERFORMANCE
Sleep Technology

For warranty questions or to register
your product, please visit our website
www.broyhillmattresses.com

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PERFORMANCE
Sleep Technology



BROYHILL® LIMITED WARRANTY

Broyhill® O2™ Foam Mattresses are warranted against manufacturing defects as outlined below.

If you observe a defect, contact the Broyhill® O2™ mattress dealer from which you purchased your product. If you do not have a Broyhill® O2™ mattress dealer in your area please contact Broyhill® O2 Customer Support toll free at **1-866-725-2247**.

This warranty is between Broyhill® O2™ and the original purchaser and is valid only when accompanied by the original purchaser's sales receipt showing the original date and location of purchase. Any future warranty claims revert back to the original purchase date.

Broyhill® O2™ or its authorized dealer can accept or reject a warranty claim based upon its findings. This warranty applies to normal residential use only. Broyhill® O2™ can make substitutions as required of materials, components and subcomponents of comparable value and utility. This warranty is limited to product repair or replacement (to be determined by Broyhill® O2™).

WHAT WE WILL DO

Broyhill® O2™ will repair or replace, at the company's option, the defective product or component at a cost to the original purchaser based upon Trade-In-Value of Current Manufacturing Suggested Retail Price. Trade-In-Value means that Broyhill® O2™ will offer a credit of 100/50% of the current manufacturer's suggested retail price for a defective component, to be applied towards the purchase of a replacement component or complete bed from Broyhill® O2™. See below to calculate Trade-In-Value.

O2™ Foam Bed Warranty Schedule

Years After Original Purchase	Original Trade-In-Value
Up to 5 years	Full Replacement
6 to 10 years	50%

WHAT YOU MUST DO

Return the warranted product or component in sanitary condition to the Broyhill® O2™ dealer from which you purchased the product or direct to Broyhill® O2™. We will incur the cost of shipping during the period of full replacement coverage (5 years). A Broyhill® O2™ Customer Support Specialist can provide valuable tips on how to efficiently pack your fully warranted bed with shipping material supplied by Broyhill® O2™. After the term of full replacement coverage, shipping of a defective product or component to Broyhill® O2™ will be at the customer's expense. Please telephone a Customer Support Specialist at **1-866-725-2247** to obtain a Return Authorization (RA) number and arrange for the return of the warranted product or component. All returns must have an RA number prior to shipment.

WHAT IS COVERED

If your Broyhill® O2™ mattress is defective in workmanship or material, it will be repaired or replaced at the company's option according to the Broyhill® O2™ warranty schedule. This warranty assures the following during normal wear:

- Cover will remain serviceable and free of runs and tears
- Edge tape and/or stitching will not become defective
- The foam core will not crumble, bow out or become deformed
- The box foundation parts will remain in tact and not break
- Mattress will continue to be serviceable and free of sagging and body impressions greater than 3/4", provided an appropriate foundation or frame is used*

WHAT IS NOT COVERED

Certain items are not covered by this warranty. These include, but are not limited to:

- Components subjected to abuse, including abuse intended to simulate failure
- Damages caused by shipper, dealer or installation crew
- Any part which merely exhibits normal wear, yet functions essentially as new including stretching of materials and stitching
- Tears, punctures, zippered mattress cover damage or any damage caused by improper installation, moving of the bed or improper use or care
- Failures attributed to improper design or function of associated components not manufactured by Broyhill® O2™
- Yellowing of the foam (this can occur naturally and does not effect the performance of the bed)
- Items sold "as is" or floor models
- Body impressions or sagging measuring less than 3/4"
- Comfort preference
- Mattress damage due to inappropriate foundation or incorrect bed frame. *The mattress must be continuously supported by a matching O2™ foundation, adjustable base, platform bed, or equivalent appropriate frame with rigid center support and a minimum of 5 cross slats with center support that reaches the floor
- Foam odor (which will generally dissipate within the first week)

The warranty DOES NOT APPLY TO tears, punctures or cuts caused by accidents, abuse, improper installation of components or any negligence by the consumer or user. It is understood that this warranty does not include a normal increase in softness in the O2™ material or a decrease in foam recovery feature which does not affect pressure relief. Broyhill® O2™ disclaims liability for any aspect of installation and any inconvenience caused by a defective part of a component.

LIMITATIONS

Your exclusive remedy, IN LIEU OF ALL INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING FOR NEGLIGENCE, is limited to repair or replacement of any product or component deemed to be defective under the terms and conditions stated herein. This warranty applies to normal residential use only. Broyhill® O2™ can accept or reject warranty claims based upon its findings. Broyhill® O2™ will bear no other damages or expenses. Customer maintains responsibility for installation of parts replaced under terms of the warranty. Broyhill® O2™ reserves the right to refuse to repair or replace any product or component that is returned in an unsanitary condition. This Limited Warranty applies only to the product as used in the United States and Canada. It is not applicable in U.S. territories or other countries. This Limited Warranty is non-transferable. Repair or replacement of a product or component under the terms of this limited warranty in no way lengthens the limited warranty period.

ANY IMPLIED WARRANTIES APPLICABLE TO THIS PRODUCT, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN LIMITED WARRANTY.

All claims relating to the limited warranty products should be made by contacting Customer Support at:

1-866-725-2247, or writing to:

Broyhill Mattresses, 2440 Adie Road, St. Louis, MO 63043

MATTRESS CARE TIPS

- Rotate your mattress as needed to promote even wear
- Use an appropriate frame with center support for queen and king sets to ensure your warranty remains valid
- Keep your bed clean and dry by using a quality mattress pad
- Replace the foundation when purchasing a new mattress to provide proper support
- Allow your new mattress to "air" after removing from the plastic packaging. You may wish to place your mattress near a fan or open window. The memory foam odor when the product is initially removed from the packaging is normal and should dissipate within one week

To facilitate any future customer service or warranty inquires, please keep a copy of this warranty card, all tags on your mattress and the original sales receipt from your authorized Broyhill® Sensura™ dealer.