

Mattress Warranty

25-YEAR LIMITED MATTRESS WARRANTY

Products Covered

- Avocado Green Mattress
- Luxury Organic Mattress
- Avocado Vegan Mattress
- Avocado Latex Mattress
- Organic Crib Mattress
- Luxury Organic Crib Mattress
- Eco Organic Mattress (10-Year Warranty)
- Eco Organic Kids Mattress (10-Year Warranty)
- Eco Organic Crib Mattress (10-Year Warranty)

Warranty Period

- The mattress warranty starts on the **date of purchase** and is covered by a **25-year** limited warranty
- **YEARS 1-10: FULL COVERAGE — NON-PRORATED**
 - During the first ten (10) years of the Mattress Warranty, Avocado Mattress will not charge purchaser to repair or replace purchaser's mattress if it qualifies under the Mattress Warranty. This period is non-prorated which means that Avocado Mattress does not charge a percentage of the repair costs or replacement product based on the amount of time you slept on the mattress prior to noticing a defect.
- **YEARS 11-25: LIMITED COVERAGE — PRORATED**
 - During years 11-25 of the Mattress Warranty, Avocado Mattress will, at its option, replace the mattress at a prorated charge to the purchaser in addition to transportation and/or shipping charges. The prorated replacement charged will be dependent on the year that the Mattress is replaced.
 - **Years 11- 20:** The customer is responsible for 50% of the mattress starting at year 11. The cost will increase by 5% every additional year until year 20. (i.e. year 12 = 55%, 13 = 60%, 14 = 65%, etc)

- **Years 21-25:** The customer will be responsible for 95% of the cost to repair or replace.
- Please review 11-25: LIMITED COVERAGE — PRORATED [here](#) for more info on charges

Warranty Requirements

- This Warranty extends to the **original purchaser only**. This Warranty is **not** transferable and applies **only** to Mattresses purchased from Avocado Mattress by the original purchaser.
 - The “original purchaser” for the purposes of this Mattress Warranty is the first purchaser of the mattress from Avocado Mattress.
- In the case of a Mattress that is packaged in a compressed and rolled manner, **the Mattress Warranty is valid if the product was opened within 30 days of receiving the Mattress to prevent compression for an extended period of time.**
 - A Mattress that is compressed for a prolonged period may have structural damage and/or condensation from being packaged for an extended period of time.
- **Warranty is only valid if mattress is used with a proper bed frame**
 - A proper bed frame is defined, for the purpose of this Mattress Warranty, as having at least five to six (5-6) leg support for a Queen, King, and California King Mattress, four (4) leg support for Twin and Full Mattresses.
 - For Queen, King, and California King slatted style bed frames, there **cannot be greater than five (5) inches** between each slat in order to provide ample structural support for the foundation and user(s). Each slat needs to be a **minimum of two and a half (2.5) inches wide.**

What's Covered

- Any VISIBLE indentation equal or greater than **one and a half (1.5) inches** (three-fourths of an inch (3/4") for Crib mattresses) that are NOT associated with or resulting from a faulty, improper, or unsupportive foundation, box spring, or platform that is not designed or constructed so that it is capable of handling the combined weight of the foundation and its intended users. For the Avocado Luxury Plush Pillow-top and Ultra Plush Box-Top Mattress, the VISIBLE indentation must be equal to or greater than **two (2) inches**. The indentation must be visible to the naked eye when no weight is applied to the top of the Mattress. If the purchaser uses an inappropriate foundation, box spring, or base as determined by Avocado Mattress, the Mattress Warranty, without limitation, will be void. Avocado Mattress may require the purchaser to provide proof of the quality of the foundation, box spring, or base used.

- The indentation **must** be visible to the naked eye when no weight is applied to the top of the Mattress. If the purchaser uses an inappropriate foundation, box spring or base as determined by Avocado Mattress, the Mattress Warranty, without limitation, will be void. Avocado Mattress may require the purchaser to provide proof of the quality of the foundation, box spring or base used.
- Any physical flaw in the natural latex foam that causes it to split or crack under conditions of normal use and proper handling.
- Any manufacturing defect in the Mattress cover, such as the fabric tearing or stitching unraveling. Any cosmetic damages to the Mattress, NOT caused by normal wear and tear or that affect the performance of the Mattress.
- Size variations greater than 2 inches in any dimension after 30 days of regular usage.

What's NOT Covered

- Normal wear and tear or any condition resulting from misuse or abuse of the Mattress or failure to keep the Mattress clean and free of stains and potentially unsanitary conditions
- A normal increase in softness due to normal usage.
- Comfort preference. Any comfort level description of any Mattress is solely provided as a guideline and Avocado Mattress does not guarantee the firmness or softness quality of any Mattress, nor does it warrant that a particular comfort preference will be to your liking.
- Mold, odors, and/or discoloration caused by abnormal care including, but not limited to liquid spills, improper ventilation including, but not limited to humid climates and/or areas where the Mattress is exposed to excessive water or humidity.
- Damage associated with an improper bed frame, foundation, box spring, or base as determined by Avocado Mattress.
- Imperfections that do not prevent ordinary use and enjoyment of the Mattress by a reasonable person are not considered to be defects.
 - For example, surfaces may not be perfectly even, and corners may not be perfectly shaped or symmetrical. These are not defects for which you can seek a remedy under this Mattress Warranty. More specifically, this Mattress 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) individual or personalized preferences relating to firmness, texture, comfort, etc.; (f) normal body impressions not greater than one (1) inch in the Mattress as measured below the quilt level — in other words, some settling of the fiber in the quilt should be expected and is not considered a defect); (g) individual or personalized allergies and sensitivities; and (h) naturally occurring cotton, wool, or latex foam aromas.
- In addition, this Mattress Warranty does not cover conditions resulting from abusive handling, misuse, or neglect. Accordingly, the following circumstances, if discovered upon inspection, will void your Warranty:

- (a) any unsanitary condition; (b) burns; (c) use of the Product on an improper bed frame; (d) physically abusing the Mattress; (e) attempting to clean the Mattress in an inappropriate manner; and (f) improper storage of the Mattress (including storage in damp locations, areas infested with insects or rodents, or any other unprotected storage areas); and (g) purchase from resellers who are not authorized retailers.