

LUCID 20-YEAR MATTRESS WARRANTY

LENGTH OF WARRANTY:

Your 20-year warranty protection begins the day you purchase your mattress. In the event that we repair or replace your mattress, this warranty continues your protection from the original date of purchase.

WARRANTY COVERAGE:

What's Covered:

Defects in materials or workmanship.

Unnatural sagging and permanent body indentions of an inch and a half or more (1.5 inches). This applies only to mattresses that are continuously supported by a box spring, or equivalent, with an appropriate frame. The frame has to include a rigid center support with at least five legs, or a rigid center support with at least five hardwood cross slats for queen and king sets. Instructions covered in indentation measurement section below.

Examples of proper bed frames for queen- and king-size bedding:



WHAT'S NOT COVERED:

This warranty does not apply to and excludes:

- Floor models and clearance bedding sold “as-is.”
- Comfort preference after you sleep on the bed (example: This bed is too firm or soft).
- Mattress damage due to an inappropriate box spring or bed frame.
- Replacement of another piece in the sleep set.
- Bed weight/height.
- Cover (fabric).
- Damage to the removable cover due to improper washing (including snags and discoloration)

We build every Lucid Mattress individually, one at a time. As such, some degree of individualization of the mattress is an inherent part of that product. “Defects” that do not prevent reasonable continued use of the Mattress are not considered to be defects. For example, corners may not be perfectly shaped, surfaces may not be perfectly even, or symmetrical. These are not considered to be defects. All decisions on what would prevent reasonable continued use will be made at the sole discretion of the manufacturer.

- Mattress and fabric damage due to abuse. This warranty does not cover product failure that is caused by anything other than defective workmanship or materials.
- Claims made outside the 50 United States, Puerto Rico or U.S. Virgin Islands.
- Transportation, inspection, or removal costs of product.
- Product that is burned, stained, soiled, or infested with vermin, even if defective.

Extending the Comfort and Support Life of Your Sleep Set:

Your new Lucid Mattress has one sleeping surface. This means you will never have to flip the mattress. However we do recommend rotating your mattress 180° each time you change the sheets. Body indentations are a normal occurrence in your new mattress, and indicate that the memory foam layers are conforming to your body's individual contours. Do not attempt to sleep on the non-sleep surface of the mattress as they are not made for that purpose.

CLAIMS PROCESS:

If, you do discover a defect in your new Lucid mattress please email warranty@lucidmattress.com.

If a defect occurs during the warranty period, Lucid will repair or replace (at our option) the defective mattress within a reasonable period of time. All decisions on what constitutes a reasonable period of time will be made at the sole discretion of the manufacturer.

In order for this limited warranty to be valid, you must:

1. Be the original consumer purchaser, and have purchased the mattress from one of our authorized dealers in the United States or Puerto Rico;
2. Provide a copy of the original store receipt, or other proof of date, place of purchase and purchase price; and
3. Provide the law label from the defective product.

When making a warranty claim through Consumer Services:

- After you notify Consumer Services of the problem, an inspection of the mattress/foundation will be made either by you, through a questionnaire, or by an inspector in your area.
- Inspection information will be sent to Consumer Services to determine if the problem is covered under the warranty.
- You will be informed of the decision by email or letter.
- If your product is covered, the email or letter will state what replacement product you will receive, along with additional claim information.
- If your product is not covered, the email or letter will state the reason for our decision.
- When submitting photographs, please send a copy of each of the following:
 - Both sides of the mattress
 - Both sides of the foundation
 - The frame
 - The problem area (if it can be identified in a photograph)

INDENTATION MEASUREMENT

If your concerns are body impressions, place a straight edge (like a yardstick or broom handle) across the area. Using a ruler, measure the depth of the depressed area, without applying any pressure, and then photograph the measurements. Please be sure to measure in the middle of the quilted area, not the stitching.

Measure body impressions



If identical materials are not available at the time of product service, Lucid reserves the right to substitute material of equal or higher value, or, at our option, provide a refund. Transportation costs of the product to and from the store or factory, as applicable, will be the responsibility of the claimant.

Warranty does not cover products found to be in an unsanitary condition, or when the product failure is due to causes other than defective workmanship or materials. Please refer to the “Do’s & Don’ts” section of this warranty for proper mattress care.

Exclusive Remedy/Other Limitations:

ANY AND ALL IMPLIED WARRANTIES ON THIS PRODUCT, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXCEED IN DURATION THE TERM OF THIS LIMITED WARRANTY, WHICH BEGINS WITH THE DATE OF PURCHASE BY THE CONSUMER. THE SERVICE TERMS STATED IN THIS WARRANTY SHALL BE THE CONSUMER’S SOLE AND EXCLUSIVE REMEDY IN THE EVENT OF PRODUCT FAILURE DURING THE WARRANTY PERIOD. LUCID SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF THIS PRODUCT OR THE INABILITY TO USE THIS PRODUCT, OR FOR THE BREACH OF THIS OR ANY OTHER EXPRESS OR IMPLIED WARRANTY.

Lucid does not warrant that this product is suitable for any person's medical condition. Lucid makes no warranty beyond what is contained in writing. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Lucid does not authorize any person to create for it any other obligation or liability in connection with this warranty.

Do's and Dont's:

- Do give your new mattress time to "air" upon removal from its plastic packaging. Dispose of all plastic packaging as soon as possible.
- Do carry your mattress flat on its side. It's easier to handle and you'll be less likely to damage the mattress.
- Do use a waterproof protector on your mattress at all times to avoid stains.
- Do replace the old box spring when purchasing a new mattress. An old box spring may not provide sufficient support. It may appear that your new mattress is sagging when it is really the box spring, which supports the entire mattress.
- Do use an appropriate frame and center support for queen- and king-size sets. Using the right support frame will ensure that your warranty remains in effect.
- Do keep your retail receipt in a safe place.

DON'T PLACE YOUR MATTRESS NEAR OPEN FLAME OR EXPOSE TO FIRE. THIS MATTRESS IS NOT FLAME- OR FIREPROOF, AND CAN IGNITE AND/OR BURN IF EXPOSED TO OPEN FLAME OR FIRE. WHEN IGNITED, SOME BEDDING MATERIAL CAN BURN RAPIDLY AND EMIT SMOKE AND HAZARDOUS GASES.

- Don't smoke in bed. This mattress is manufactured as required by federal law to resist, but not necessarily eliminate, ignition by smoldering cigarettes.
- Don't let anyone stand or jump on your mattress. It was not built for that kind of weight concentration or abuse.
- Don't allow your mattress to get wet, because some of the upholstery materials may compress. Protect it from water or other liquids.
- Do not use any type of fabric protection spray or chemical application on this product.
- Do not use a heating pad or electric blanket.
- If your mattress has a removable cover, do not remove or wash the inner mattress covering.
- Don't bend your mattress more than 20°. Such treatment may damage the mattress. Flex rather than bend the mattress when going through doorways.
- Don't remove the law tag label at the end of your mattress. This serves as a means of identification to establish your warranty rights.
- Don't use dry-cleaning fluid of any type on your mattress. These chemicals will damage some of the construction materials.

