

Steps For Unpacking

For shipment concern, the mattress is compressed, rolled, and vacuum sealed in two packing bags - a beige inner bag and a blue outer bag. Here are some tips for unpacking:

1. Lay the bag on its side, then remove the mattress out.
2. Cutting the cover bag CAREFULLY with scissors. Please DO NOT use a knife, as this may result in damage to your mattress surface.
3. Roll out the compressed mattress on to a clean, flat surface, fluffy side up.
4. Carefully cut open the plastic bag along the edges. The mattress instantly begins to decompress. Remove the bag.
5. Allow bed to fully recover before adding bed linens. It may take 48 to 72 hours to fully expand.

Sunrising Bedding Return & Warranty

Amazon.com Customer Return

1. go to the Amazon return page at www.amazon.com/returns/order
2. find your item in the list
3. click "Return or Replace Item"
4. Amazon will help schedule a removal or arrange return shipping

All returns and customer support questions for products purchased through Amazon should go through Amazon's support within their 30-day trial period. Amazon's customer service can help arrange for the pickup, return, or refund of your purchase.

If your mattress is beyond the 30 days free support policy from Amazon, but still within the 120 trial days, please simply email us at customerservice@sunrisingbed.com.

Sunrising Bedding Warranty Policy-20 Years

What is covered

This warranty covers any defects in materials or workmanship within 20 years from date of purchase.

What is not covered

1. Damage to the mattress, including physical abuse, incorporating burns, tears, cuts, damage caused by a liquid, stains, and any other damage caused by the customer's actions.
2. An increase in the softness of the foam, where the pressure-relieving qualities of the mattress are not affected.-Unsatisfactory performance of any mattress (whether or not manufactured by Sunrising) sold by unauthorized re-sellers.
3. A mattress sold with any phrases/descriptions implying that the mattress is not new. Examples of such phrases include; preconditioned, used, previously owned, returned, as-is.-Compensation for any non-defective components of a mattress containing multiple components. Only the defective components shall be compensated for.
4. A subjective comfort preference, whereby the customer deems the comfort level of the mattress to be lower than the desired comfort level. This should be fairly logical.