

Frequently Asked Questions

1. How long do I have to wait to use it?

This mattress topper can take up to 48 hours to expand and can be used as soon as it has reached its approximate size, typically within a few hours. It's best to let it expand in a warm, well ventilated area.

2. What's the difference between the lavender and gel version?

The lavender topper is infused with a relaxing lavender scent to help you sleep calmer while the gel topper is infused with gel to help regulate temperature and sleep cooler.

3. What is the difference between the 2-inch, 3-inch, and 4-inch topper?

Mattress toppers are designed to be used to soften the feel of a firm mattress and the thicker the topper, the more plush it will make your mattress feel.

4. Will this help soften a firm mattress?

Yes, this mattress topper is intended to add a plush layer of comfort to a firm mattress.

5. Would you describe this topper as plush or firm?

This topper is intended to add an ultra-plush layer of comfort to the top of a mattress. The thicker a topper is, the more plush it will make your mattress feel.

6. Can a heating pad be used with it?

Yes, a heating pad can be used as long as it does not get over 125 degrees.

7. Can I roll/fold it for storage or travel?

This topper is designed to be kept flat on a mattress and should not be rolled or folded for any reason. All foam products are capable of tearing and rolling or folding it can increase

the likelihood of this happening. If you need to store this item, we recommend storing in a mattress bag and laying flat on its side or flat on the floor.

8. Can it be cut?

This topper can be cut but please know that cutting it will void the warranty. If you choose to cut it, we recommend using a tool specifically designed to cut foam for best results.

9. Can it be used on an adjustable base?

This topper can be used on an adjustable bed base.

10. Does it come with a cover?

This topper does not come with a cover. It is designed to go directly on your mattress and will be protected by your mattress protector and fitted sheet that go over it.

11. Does the gel actually keep you cool?

The gel topper is infused with temperature-regulating gel that helps disperse heat throughout the topper. While this topper is not an actively cooling product, it will sleep cooler than any traditional memory foam. Breathable sheets such as bamboo or Tencel can be a great addition if you find you are a hot sleeper.

12. How should I clean this topper?

We recommend placing a mattress protector over this topper to eliminate the need for cleaning. However, spot cleaning with a mild detergent and air drying is best if the need arises.

13. What does the warranty cover?

The 3-year warranty covers manufacturing and workmanship defects. Some exceptions include wear and tear such as normal softening of the memory foam over time, stains, misuse, alterations, and commercial use.