

## **Warranty Information**

We believe in the quality of our products and we build them to last for years. Still, we realize that sometimes things go wrong. To protect you against defects, we include a limited warranty with most of our products. You can read the full text of your warranty using the links below.

### **Purchase Documents**

We encourage you to keep your proof of purchase documents in a safe place to support the warranty you received with your new product.

### **What You'll Need to File a Warranty Claim**

#### **1. Purchase Receipt (copy)**

Required unless purchased direct from Tempur-Pedic and registered with us.

#### **2. Bed Frame and Foundation Information**

Are you using a metal frame, wooden side-rail bed, adjustable base or platform base?

#### **3. Registry Number and Manufacturing Date**

Located on the mattress law tag, underneath the zip cover on the mattress.

#### **4. Choice of Retired Model**

If your current mattress is a retired model, we will provide you with an option most comparable in "feel" or the option to upgrade to the model of your choice for an additional fee.

### **When You're Ready to File**

Once you have collected this required information, please file online or call us at 1-800-821-6621 to start the claim process. During the call, you'll be instructed where to e-mail a copy of your receipt and photo of the warranty defect. For your warranty to be valid, your purchase must be from either an authorized Tempur-Pedic dealer or direct from Tempur-Pedic.

### **Current Products (as of April 1, 2014)**

Mattresses and Flat Foundations: [10 Year Full Replacement Limited Warranty](#)  
TEMPUR-Ergo, Premiere and TEMPUR Ergo Grand: [5 Year Parts & Labor, Lifetime Frame Warranty](#)  
TEMPUR ERGO Plus: [25 Year Limited Warranty](#)  
TEMPUR-Up Foundation: [15-Year Limited Warranty](#)  
Mattress Overlays: [5 Year Limited Warranty](#)  
Mattress Protectors: [10 Year Limited Warranty](#)  
Bedframe: [Lifetime Limited Warranty](#)  
Pillows and Cushions: [5 Year Limited Warranty](#)  
Bed Linens: [1 Year Limited Warranty](#)  
Accessories: [1 Year Limited Warranty](#)

### **Previous Products**

Mattresses (prior to April 1, 2014): [See warranty](#)  
Flat Foundations (prior to April 1, 2014): [See warranty](#)  
TEMPUR-Ergo Grand (pre-2013): [See warranty](#)  
TEMPUR-Ergo Advanced: [See warranty](#)  
TEMPUR-Ergo Basic: [See warranty](#)  
Pillows and Cushions (pre 2014): [3 Year Limited Warranty](#)

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Website: <https://www.tempurpedic.com>

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.