

SUEÑO WARRANTY

We make every effort to be sure we manufacture our organic products with only the very finest materials available. If, however, you discover a defect in your new product, simply contact the retail store where you made your purchase, or if you cannot reach them, write to the address printed on the law label of your product.

If a defect that is covered by this warranty is discovered during the period of the warranty, SUENO will repair or replace (at our option) the defective item with a reasonable period of time.

SUENO reserves the right to refuse service and invalidate this warranty when, upon inspection, the sleep set is found to be in an unsanitary condition, or when the product failure is due to cause other than defective workmanship or materials.

SUENO does not warrant that this product is suitable for any person's medical condition. SUENO makes no warranty beyond what is contained in the writing.

FOR YOUR INFORMATION

In order for your warranty to be valid you must:

- Be the original purchaser and have purchased your SUENO products from an authorized SUENO Dealer.
- Provide a copy of the original proof of purchase from the authorized SUENO Dealer.
- Provide the law label from your SUENO product.

If identical materials are not available at the time of product service, SUENO reserves the right to substitute materials of equal or greater value or at our option, provide a refund.

10 YEAR LIMITED WARRANTY COVERAGE - Mattresses & Foundations

Warranty Term: 10 years non-prorated

SUENO guarantees that your Sleep System will be replaced or repaired, at our option, should it be deemed defective due to faulty workmanship or structural defects during the first ten (10) years of the warranty, excluding specific limitations contained herein. Transportation costs are not included.

Items covered Mattresses

- Stitches pulled out of the quilting
- Body indentations of 1.5 inches or greater
- Excessively lumpy feeling
- Sagging: Your mattress must be continuously supported by a matching foundation, or an appropriate frame.

Foundations

- Splits in the wood frame
- Squeaks, rattles, or noises
- Loose or broken plastic pieces
- Compression of modules
- Unstapling of modules

The frame should include a center support for double, queen and king sets.

Items not covered

- Stains, soiling or burns
- Damage caused by moving
- Comfort preference
- Sheet fit
- Damage due to abuse
- Structural damage due to improper bed frame
- Other possibilities not mentioned in this warranty
- Transportation costs.

PLEASE RETAIN THIS WARRANTY, ALONG WITH YOUR ORIGINAL PURCHASE RECEIPT FOR YOUR SUENO WARRANTY TO REMAIN VALID.

THIS WARRANTY IS VALID FOR CONSUMER, NOT COMMERCIAL USE.

3 YEAR LIMITED WARRANTY COVERAGE - ACCESSORIES

Warranty Term: 3 years non-prorated

(items not covered)

- Any product with stains, soiling or burns
- Odors
- Pitting of fabric from washing
- Pillows and comforters that have been washed
- Comforters used without a duvet cover
- Other possibilities not mentioned on this warranty

(pillows)

Defective Stitching
Clumping of filling
Excessive loss of loft (except Organic Wool Pillow)

(comforters)

Defective Stitching
Defective Quilting
Clumping of filling

(toppers)

Defective Stitching
Defective Quilting
Clumping of filling
Broken or torn elastics

SUEÑO MATERIAL CERTIFICATION



Organic Cotton: SKAL International and KRAV Kontrol

The KRAV Sweden stamp of approval, the oldest and most valued guarantee of organic standards, is respected by cotton producers and buyers around the world.



Latex: Eco Umwelt Institut Certification

SUENO uses only the finest grade A natural rubber from Northern Malaysia for its mattresses, certified by a reputable certification agency from the European Union.



Wool: Oeko-Tex Standard 100 Centexbel Certification

SUENO uses pure wool from a small island off the coast of Netherlands. This wool meets the highest ecologic quality standard in the industry, the Öko-Tex 100 standard through the Öko-Tex Association in Switzerland.

