



Use and Care

Let your DORMEO® Octaspring Mattress Topper breathe

Unpack your mattress topper and leave it uncovered at room temperature for a few hours to a full day. This allows it to breathe and acclimate to your home environment. Your DORMEO Octaspring Mattress topper, with its open air mesh sides, has excellent ventilation and you'll enjoy that "clean sheets" feeling night after night.

Protect your new DORMEO Octaspring Mattress Topper

We recommend you buy a cover/protector to protect your mattress topper from accidental spills.

The cover of our mattress topper can be removed and is machine washable. Please air dry only. Do not place cover in dryer.

The mattress topper is not machine washable. If fluids soak through, use a towel to remove excess moisture and a damp cloth to wipe away stains, then leave the mattress topper to air dry.



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DORMEO® Octaspring Mattress Topper

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5 Year Limited Warranty



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DORMEO North America ("DORMEO") provides a five (5) year express limited warranty for its DORMEO® Octaspring Mattress Topper. The "Warranty Period" commences upon date of purchase. In our sole discretion and option during the Warranty Period, we will repair or replace the original purchaser's DORMEO Octaspring Mattress Topper if it is defective due to faulty workmanship or materials, subject to the limitations described in this warranty. An original proof of purchase receipt is required for any and all warranty claims.

For the first (1) year of the Warranty Period, at our option, we will replace or repair defective workmanship or materials at no cost to the original purchaser, other than all one-way shipping (see Shipping and Handling section). However, during years 2 through 5 of the Warranty Period, any repair or replacement guarantee will be subject to a prorated cost schedule that will be applied either to the repair or replacement cost. **ONE-WAY SHIPPING AND HANDLING COSTS ARE THE RESPONSIBILITY OF THE ORIGINAL PURCHASER FOR ALL WARRANTY CLAIMS.**

Consumer Responsibility—The prorated schedule is as follows:		
Year 1	100% guarantee	No repair or replacement fees are incurred
Year 2	80% guarantee	Pay 20% of repair or replacement cost
Year 3	60% guarantee	Pay 40% of repair or replacement cost
Year 4	40% guarantee	Pay 60% of repair or replacement cost
Year 5	20% guarantee	Pay 80% of repair or replacement cost

THIS WARRANTY IS APPLICABLE ONLY TO THE ORIGINAL PURCHASER OF THE DORMEO OCTASPRING MATTRESS TOPPER FROM AUTHORIZED RETAILERS AND DIRECT FROM DORMEO. THE ORIGINAL PURCHASE RECEIPT IS REQUIRED FOR ANY WARRANTY CLAIM. MATTRESS TOPPERS PURCHASED FROM UNAUTHORIZED THIRD-PARTY RESELLERS, OR OTHER NON-AUTHORIZED SELLERS (INCLUDING, BUT NOT LIMITED TO, SALES VIA EBAY INC., AMAZON.COM, INC., ETC.), SHALL RENDER THE WARRANTY NULL AND VOID IN ITS ENTIRETY. THIS WARRANTY DOES NOT APPLY TO FLOOR MODELS OR "DEMOS." DORMEO SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. THE FOREGOING WARRANTY IS EXCLUSIVE AND NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE MADE HEREUNDER OTHER THAN THE WARRANTY DESCRIBED HEREIN.

All warranty claims must be submitted in writing to DORMEO describing the nature of the alleged defect, and, in addition, must be accompanied by photographic evidence of the alleged defect, and proof of purchase or warranty registration. This information will be used for evaluation purposes by DORMEO, in its sole discretion. Failure to provide the foregoing materials may result in rendering the Warranty null and void in DORMEO's sole discretion.

DORMEO Octaspring Mattress Toppers are designed to work in combination with the included mattress topper cover and a protector. This limited warranty and other performance warranties are based on tests conducted with our cover and a protector. THEREFORE, IF PURCHASER USES INAPPROPRIATE MATTRESS TOPPER COVER/PROTECTOR, OR NO SUCH COVER/PROTECTOR, SUCH USE WILL VOID THIS LIMITED WARRANTY AND ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. DORMEO may require purchaser to provide proof of the quality of the cover/protector used in conjunction with the DORMEO Octaspring Mattress Topper if purchaser makes a claim under this limited warranty. The mattress topper cover must be the DORMEO Octaspring Mattress Topper cover included with the sale of the mattress topper, or one of a similar quality. See USE & CARE INSTRUCTIONS, included with your Mattress Topper. DORMEO reserves the right to invalidate this limited warranty if the mattress topper cover or protector is determined, in DORMEO'S reasonable discretion, to be inadequate.

The Warranty Does Not Apply To:

- Normal product wear and tear as determined in our sole discretion
- Commercial or rental use
- Any and all stains and/or smells, including, but not limited to, those caused by human or animal bodily fluids, mold, household products, and personal care products
- Damage caused by use prohibited by the Mattress Topper's USE & CARE INSTRUCTIONS
- Damage arising from the failure to use the DORMEO Octaspring Mattress Topper cover and a protector, or a comparable mattress topper cover and protector
- Damage caused during commission of a crime, natural disasters, and acts of God, including fire, flood, hurricane, burst pipe
- Additional shipping/transportation costs other than stated herein

The Warranty is Deemed Null and Void When:

- The product has been subject to misuse, careless treatment, or physical abuse, as determined in our sole discretion.
- The mattress topper has not been properly packaged resulting in damage during return shipping to us.
- The original purchaser cannot provide an original proof of purchase receipt.

PLEASE RETAIN A COPY OF THIS WARRANTY AND ORIGINAL SALES RECEIPT FOR FUTURE REFERENCE.

Additional Information If the original mattress topper model is not available at the time of repair or replacement, DORMEO reserves the right to offer an alternative model of equal quality or value, in its sole discretion.

If an individual's body impression found in a DORMEO Octaspring Mattress Topper is 1/2 of an inch or more in depth and IS NOT associated with misuse, it may be covered by the warranty. In the event of an authorized product repair or replacement, the Warranty Period will not be renewed or extended following the repair or replacement. In short, a repaired or replaced mattress topper does not reset or in any way alter the Warranty Period duration in connection to subsequent warranty claims, if any.

Mattress Topper Cover Limited Warranty The cover provided with the DORMEO Octaspring Mattress Topper is warranted for one (1) year from the original date of purchase to be free of defects in the material or workmanship. DORMEO will replace or repair a cover at its option within the one-year period at no cost to the original purchaser, excluding return shipping costs.

Shipping and Handling Fees The original purchaser is responsible for all one-way shipping and handling fees when returning the mattress topper or removable mattress topper cover to DORMEO for any and all warranty claims.

THE REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL DORMEO BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, OR FOR ANY DIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND OR LOSS TO THE FULL EXTENT THAT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

Some states (provinces) do not allow the limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, and so the above limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights that vary from state to state (province).

DORMEO North America

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