

## Length of Warranty

This warranty begins on the day that you purchase OR take possession of your mattress. Remember to keep your sales receipt as proof of purchase and DO NOT REMOVE THE LAW TAG from your sleep set. Your receipt and Law tag will serve as a means of establishing your warranty rights. In the event your mattress is deemed defective, the limited warranty would not be renewed or extended after repair or replacement of the original set. **If you have a problem with the mattress you purchased, please visit [www.symbolmattress.com/warranty](http://www.symbolmattress.com/warranty)**

The length of your warranty may be determined by the warranty code located on the Law Tag of your mattress.

**Code: NP2 - Warranty Length: 10 Years**

**Code: NP4 - Warranty Length: 5 Years**

DO NOT SMOKE IN YOUR BED OR EXPOSE YOUR MATTRESS TO AN OPEN FLAME.

This mattress manufactured by Symbol Mattress meets or exceeds all Federal Laws concerning flammability including 16 CFR Part 1633. Symbol shall not be liable for incidental or consequential damages which result through the use of this product. Symbol reserves the right to substitute products or components of equal or better quality for repair or replacement of any product under this limited warranty.



Enjoy Your **TOMMIECOPPER** Mattress!



**TOMMIECOPPER**

## User Guide and Warranty Information

### Opening Instructions:

Please open and set up your roll packed mattress as soon as possible.

- 1. Unbox your mattress on it's side, next to the foundation.**
- 2. Position the rolled up mattress on any solid or slatted foundation and unroll the outer plastic wrap.**
- 3. Unfold the mattress and carefully cut the inner plastic with the enclosed letter opener.**
- 4. Watch your mattress expand and take shape.**  
Each Tommie Copper Mattress is a uniquely made and hand crafted product. While most mattresses will fully expand within 3 hours, these times can vary from as little as an hour, to as long as 8 hours. Any slight odors will dissipate shortly after setup is complete.

#### NOTE FROM THE MANUFACTURER:

Symbol Mattresses conform to the Federal Flammability Standard known as 16 CFR Part 1633. Every Symbol FR Mattress is certified to be sold alone.

## Congratulations and Thank You!

Please open and set up your roll packed mattress as soon as possible. You have just purchased a quality mattress manufactured by Symbol Mattress. In order to prolong the life of your bed and be more satisfied with its overall performance, please remember the following points:

- Body Impressions are normal in quality bedding. They indicate that the upholstery layers are conforming to your body's individual contours. These are not structural defects, but normal occurrences in the superior performance of the mattress.
- Impressions are going to be more noticeable on king and queen sizes.
- To equalize impressions, rotate your single-sided (no flip) mattress end to end regularly every two weeks for the first 3 months of use and every two months thereafter. This mattress will NOT need to be turned over.
- Use of a box spring/foundation and a frame with a proper center support is required unless the mattress is layed flat on the floor. This warranty will be null and void if the mattress is not used with a proper frame with a rigid center support.
- We recommend a premium quality mattress protector cover be placed on your mattress to act as a barrier against stains to the mattress. Stains, burns, or abuse of the mattress will void the warranty.
- Do not use dry cleaning fluid on your mattress as it will cause damage.
- Do not get your mattress wet. Some of the upholstery materials may compress or deteriorate.
- Do not iron your mattress. This may cause the cover to deteriorate.

## Limited Warranty

Symbol Mattress warrants that this mattress will be free from manufacturing defects. Symbol mattress agrees to repair or replace any factory defective piece of a sleep set at our discretion. This limited warranty is provided ONLY to the original purchaser and proof of purchase is required.

In the unlikely event that you ever have a problem with your Symbol Mattress, please visit [www.symbolmattress.com/warranty](http://www.symbolmattress.com/warranty) to file a claim.

## What is NOT Covered?

- Normal wear and tear
- In order for the warranty to be valid, the mattress must be unboxed, unfolded, unrolled, and the plastic must be removed within 90 days of receiving the mattress.
- Mattresses with stains, burns, soils, or that have been abused.
- Personal Comfort. We cannot guarantee each individual's comfort.
- Structural damage to the mattress due to the use of an improper bed frame.
- Impressions of less than 2"
- Mattresses which have already been replaced. This warranty is limited to ONE repair or replacement. The warranty is valid for the original mattress only.
- Damage caused by tampering with any component or part of the mattress.
- Damage caused by laundering or dry cleaning.
- Damage caused by acts of nature.

**Due to health concerns: stains, burns, and/or abuse of the mattress will void this warranty.**

## Your Rights Under State Law:

Some states do not allow the exclusion or limitation of incidental or consequential damages. This warranty gives you specific rights and you may have other rights which vary from state to state. The duration of any applicable implied warranties shall not exceed in duration the term of this limited warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty is extended only to the original purchaser of the mattress. NO WARRANTIES, EXPRESSED OR IMPLIED, ARE EXTENDED TO PERSONS WHO PURCHASE THE PRODUCT FROM ANYONE OTHER THAN QVC, INC. ALL WARRANTIES TO SUCH PERSONS, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS, ARE HEREBY EXCLUDED.



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