

Perfect Cloud

25 Year Warranty

Thank you for purchasing a Perfect Cloud Mattress! We are excited to welcome you as a new Perfect Cloud Mattress owner and value your trust in us. We know you will enjoy the promise of comfortable strength renewing rest tonight and every night for years and years to come.

We encourage you to protect your investment by keeping proof of purchase documents in a safe place to support the 25 Year Limited Warranty you receive with your new Perfect Cloud Mattress.

Perfect Cloud warrants, to the original purchaser, that this mattress will provide use, free from defects in workmanship and materials, for a period of 25 years from the initial date of purchase.

For warranty purposes, “defective” is defined as: 1) a mattress core exhibiting separation of the laminated components; or 2) an area of compression in excess of 1.5” when compared with the edge height when the mattress is placed on a solid, flat surface; or 3) cover failure associated with defective materials or workmanship.

If you believe your mattress is defective, you must contact Perfect Cloud at warranty@perfectcloudmattress.com. If the mattress or mattress component is found defective within 25 years of the initial date of purchase, Perfect Cloud will, at its sole option, repair or replace it with a new one without charge, exclusive of shipping and handling.

Normal Conditions of Use

The Perfect Cloud Mattress is designed to be used on a solid deck bed or platform.

Covers must be cleaned/disinfected using proper dilutions of a standard commercial hospital-type disinfectant only. The use of non-standard dilutions will invalidate the warranty. Covers may be laundered only according to the instructions provided. Some covers must be spot cleaned only. Damage resulting from high temperature laundry and/or drying invalidates warranty.

High concentrations of chlorine bleach and/or chlorinated disinfectants will degrade textile surface. Damage associated with the accumulated build up of chlorine ions will invalidate the warranty. When chlorine based cleaning products are used, they must be thoroughly rinsed with clear water after the required wet contact period.

The mattress must be protected from physical damage. Mechanical tearing, puncturing, cutting, or abrading will invalidate the warranty. The cover must be intact and in use at all times. The continued use of mattresses with covers, which are defective, soiled, damaged, or excessively worn, will invalidate the mattress core warranty.

Other limitations:

It is normal for mattress material to become "softer" during use. It is also normal for the mattress to develop a faster deflection recovery rate. Neither of these factors results in deterioration of normal pressure redistribution function.

Body Impressions are a normal occurrence with your new mattress and indicate that the mattress is conforming to the natural contours of your body. Normal body impressions do not suggest structural failure. Regularly rotating your mattress end- to-end will equalize conformity.

Repair or replacement of the mattress or foundation does not extend this warranty or begin a new warranty period. When making a claim against this warranty, you will be required to produce photo evidence and an acceptable copy of proof of purchase.

This warranty is exclusive and is in lieu of any other warranty, representation, indemnity, or guarantee whether expressed or implied, oral or written, arising by law, custom, or prior policy made or offered by Perfect Cloud, it's dealers, representatives, or employees.

Freight cost to and from the authorized repair facility is the responsibility of the mattress owner.

Purchaser acknowledges, by placing the Perfect Cloud Mattress into use, that this warranty specifically excludes claims for incidental damages or loss and is valid only to the original purchaser.

Perfect Cloud is not liable for incidental or consequential damages arising through the use of this product.

This limited warranty gives you specific legal rights. You may also have other rights that vary from state to state.