

novaform®

PLATINUM

# THE DIFFERENCE IS HERE

Novaform's most premium, high-density material continuously adapts to your every curve and need. Feel the difference now, live the difference tomorrow.

The **novaform** Team

At Novaform, we spend our days thinking about your nights.

Find even more sleep solutions and leave us a review  
at [NovaformComfort.com](http://NovaformComfort.com).



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# FREQUENTLY ASKED QUESTIONS

## **Who can I talk to about my mattress?**

Chat with our Customer Care team at 1-888-999-0499 (M-F, 9:30 am – 5:30 pm ET) or at [customercare@novaformcomfort.com](mailto:customercare@novaformcomfort.com)

## **Where is the Platinum Mattress made?**

Our foam is proudly made in the USA and is CertiPUR-US® certified. The Platinum Mattress is designed and assembled in the USA.

## **How do I care for my Platinum Mattress?**

You can spot clean your mattress with a damp cloth and mild, clear soap. Let it air dry completely before covering with sheets and blankets. Be sure to read the product care tag for more information.

## **My Platinum Mattress doesn't feel how I thought it would. Is this normal?**

Foam distributes weight evenly across the body, relieving pressure points, so sometimes it takes a few nights to get used to the feeling. Let your body and your mattress get to know each other, and you'll soon find deep, restorative rest.

# 20 YEAR LIMITED WARRANTY

## **What does this limited warranty cover?**

Novaform warrants that the foam material in this product will be free from defects in material and workmanship as described in this warranty (hereinafter referred to as the "Limited Warranty"). Coverage under this Limited Warranty applies only to the original purchaser of the product from an authorized retailer. The Limited Warranty is not transferable to any subsequent owners of the product. Severe body contours are covered by this Limited Warranty. Severe body contours are impressions which exceed one and a half (1½) inches in depth for quilted or tufted top mattresses, or three quarters (¾) inch in depth for flat top panel mattresses without quilting or tufting below the normal level of the product.

## **How long does this limited warranty last?**

The Limited Warranty for this product starts on the date of purchase and expires twenty (20) years from the date of purchase.

## **What will Novaform do?**

If a covered defect occurs during the Limited Warranty period, Novaform will repair or replace (at Novaform's option) the defective product. If a replacement is required, Novaform reserves the right to substitute materials of equal or higher quality if a similar product is not available. Products will be replaced only once during the Limited Warranty period. The Limited Warranty Period is valid from the date of your original purchase and only covers one replacement during the twenty (20) year period.

## **How do you get limited warranty service?**

If you are considering placing a Limited Warranty service claim, please contact us at 1-888-999-0499, Monday – Friday, 9:30 am – 5:30 pm ET or email us at [customercare@novaformcomfort.com](mailto:customercare@novaformcomfort.com). A simple claim form must be completed and submitted with a copy of the original purchase receipt or your packing slip for proof of purchase date and the law tags. You must provide transportation or accept freight charges to and from the nearest Novaform facility for inspection of the warranted product (if requested) or to either return the product for repair or replacement of the product. At our discretion, we may request you to provide photos (digital or standard) of the defective product prior to its return for inspection, if requested.

## **How does state law apply?**

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply. If an implied warranty or condition is created under applicable state law, you also have an implied warranty or condition, BUT ONLY AS TO DEFECTS DISCOVERED DURING THE PERIOD OF THIS LIMITED WARRANTY (20 YEARS).

# CONTINUED...

**What is not covered  
by this warranty?** The Limited Warranty does not cover the following:

- (1) imperfections of the fabric cover, including but not limited to, cover pilling, excess threads and wrinkling;
- (2) slight body impressions (less than one and half (1½) inches in depth for quilted or tufted top mattresses, or less than three quarters (¾) inch depth for flat top panel mattresses without quilting or tufting);
- (3) comfort preference;
- (4) odors;
- (5) mildew or mold occurring after the use of the mattress;
- (6) transportation charges (if applicable);
- (7) any abuse or unsanitary product condition;
- (8) failure to use a proper foundation or replacement of another piece in the sleep system;
- (9) floor models, demonstration samples or any resold product; and/or
- (10) damage caused by improper use or care or damage caused by other actions or events beyond Novaform's reasonable control.

Failure to follow the manufacturer's use and care instructions may void this Limited Warranty. The zipper on the mattress is only for use in the manufacturing process and should not be zipped open or closed at any time by the consumer. Using the zipper will void the Limited Warranty. **The mattress cover must not be removed to launder or for any other reason because it provides important flammability protection. Removing the mattress cover will void the Limited Warranty.** Novaform does not warrant that this product is suitable for any person's medical condition or that it will protect the user against bacteria, viruses, or other disease organisms. To the maximum extent permitted by applicable law, in no event shall Novaform be liable for any special, incidental, punitive, indirect or consequential damages whatsoever in any way arising out the use of, or inability to use, the product.

Novaform reserves the right to refuse service and invalidate this Limited Warranty when, upon inspection, the product is found to be in an unsanitary condition, or when the product failure is due to causes other than defective material and/or workmanship.

# CONTINUED...

## **What is not covered by this warranty?**

This mattress is designed for full performance when used with a supportive foundation system (platform bed, slatted frame with horizontal center supports and/or a box spring). A Queen, King or California King frame must have a rigid bridge bar with at least 5 support legs or 5 equally spaced hardwood cross-slats with a supporting center leg. The cross slats must be at least 3 inches wide and no more than 4 inches apart. Inadequate bases include, but are not limited to the floor, plywood, bunkie boards, and plastic liners. Novaform may require the user to provide proof of the quality of the foundation, adjustable bed base or bed frame used in conjunction with the mattress if the user makes a claim under this Limited Warranty. Novaform makes no representations whatsoever as to the structural integrity or rated load for any frame, foundation, or adjustable base not manufactured by or for Novaform. If used on a faulty foundation system, or on the floor, resulting in damage to the mattress, the Limited Warranty will be void.

All warranties contained herein are void if the product is found to have been tampered with or misused by the purchaser beyond reasonable wear. This Limited Warranty shall not apply if the product has been damaged, intentionally, or due to accident or neglect; including but not limited to damage caused by burns, cuts, water, stains, or bodily fluids. The consumer is required to protect the mattress with a stain resistant mattress pad, and this Limited Warranty does not cover defects or damage caused by a consumer's failure to follow this requirement. This Limited Warranty does not cover the normal increase in softness of the memory foam material or a decrease in the slow recovery feature (elasticity). These aspects do not affect the pressure-relieving qualities of the foam. The service terms stated in this Limited Warranty shall be the consumer's sole and exclusive remedy in the event of product failure during the Limited Warranty period. Novaform makes no warranty beyond what is contained in this Limited Warranty. Novaform does not authorize any person to create for it any other obligation or ability in connection with this Limited Warranty.

Novaform is a registered trademark and brand of FXI, Inc.

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novaform®