
20-Year Limited Warranty

Serenity, Unity Pillowtop, Tranquility & SerenitySpring mattresses

Savvy Rest, Inc. guarantees that your Serenity, Unity Pillowtop, Tranquility or SerenitySpring mattress will be replaced or repaired at our option without cost to you, should it be deemed defective because of faulty workmanship or structural defects during the twenty (20) years of the warranty, excluding the specific limitations contained herein.

This warranty covers any deterioration in the cell-structure of the latex that causes the mattress to have a visible indentation greater than one and one-half inch, not associated with a sag in the foundation, box springs, or platform.

This warranty does not cover aberrations in the natural latex that fall under the category of natural variances, i.e.: areas of minor discoloration in new latex or the natural yellowing that occurs as latex ages, horizontal tears or cracks less than 3 inches in length, lateral tears or cracks that penetrate less than the full thickness of the latex sheet as well as evidence of black and/or white debris or discoloration that is deemed to be residue of the natural latex baking process. Furthermore, if the latex core of a Savvy Rest mattress has been exposed to direct sunlight or direct heat (from an electric mattress pad, for example), such exposure will void this warranty.

The core of the Savvy Rest mattress is built in layers of natural latex (or a combination of natural latex and pocketed-coil units in the case of the SerenitySpring) and when at all possible, structural issues or defects will be addressed one layer at a time.

During the first ten (10) years of this warranty, we will not charge you to repair or replace the latex layer(s), pocketed-coil units or mattress casing if it is deemed defective (Savvy Rest will cover shipping costs on approved claims made in the first year of ownership. After the first year, transportation costs are the responsibility of the purchaser). During years 11 through 20 of this warranty we will, at our option, repair the latex layer(s) or mattress casing at a handling cost to you, or replace the latex layers, casing, pocketed-coil units or entire mattress at a prorated charge to you plus transportation costs. If we replace the mattress, the prorated replacement charge you pay will depend on when the mattress is replaced.

- If the latex layers, casing, pocketed-coil units or entire mattress is replaced during the eleventh year of this warranty, the prorated replacement charge you pay will be fifty (50) percent of the original purchase price.
- If the latex layers, casing, pocketed-coil units or entire mattress is replaced after the eleventh year but before this warranty expires, the prorated charge you pay will increase by five (5) percent for each subsequent year of the prorated period (i.e., 55% of the original purchase price if replaced during year twelve; 60% of the original purchase price if replaced during year thirteen, etc.)

This warranty is valid only to the original purchaser of the product and is not transferable. It entitles the purchaser one replacement in the event of faulty workmanship or structural defect. If Savvy Rest deems the mattress not defective, all transportation costs are the responsibility of the purchaser and are additional to any prorated charges. In the event an item needs to be returned to Savvy Rest, that item needs to be shipped to Savvy Rest within ten (10) days of the request.

Be aware that we normally advise against configuring a mattress with two or more soft layers for an individual 200 lbs or more. If an individual with this body mass orders a mattress configured in this manner, this circumstance will be taken into consideration when processing a warranty claim and may affect said claim. A mattress configured with three soft layers is an additional circumstance that will be taken into consideration when processing a warranty claim and may affect said claim.

Our all-latex mattresses are designed to work on a rigid, non-spring foundation or an adjustable bed base or slatted foundation with a maximum spacing of three inches between slats, or a slatted platform bed with a maximum spacing of three inches between slats. In the case of the SerenitySpring mattress, we require a slatted foundation with a maximum spacing of two inches between slats or a slatted platform bed with a maximum spacing of two inches between slats. In the case that a SerenitySpring is placed on a slatted foundation or a slatted platform bed with slats spaced more than two inches apart, we require a coconut bed rug be placed between the mattress and the slatted platform bed or slatted foundation in order to meet the terms of this warranty. This warranty and other performance guarantees are based on tests conducted on “sets” that consist of our mattresses and foundations that meet the standards described above.

Therefore, if you use inappropriate manufacturers’ foundations or box springs with this mattress, such use will void this warranty and all other warranties, whether expressed or implied, including, without limitation, the implied warranties of merchantability and fitness for a particular purpose.

We may require you to provide proof of the quality of the foundation for your mattress if you make a claim under this warranty.

You must provide proof of purchase to Savvy Rest for any warranty claim. You may contact Savvy Rest by calling toll-free 1-866-856-4044 or writing to Savvy Rest at 4414 Ivy Commons, Charlottesville, VA, 22903 or emailing info@savvyrest.com. Savvy Rest is not responsible for any damage caused to the mattress by spills, burns, accidents, growth of mold, or other acts of Nature. Savvy Rest is not responsible for claims related to latex allergy, whether known or discovered at a later date.

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

