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# Important Notes for Customers

about the Serenity, Unity Pillowtop, Tranquility or SerenitySpring mattresses  
(and Harmony topper)

*We hope you'll enjoy many years of comfortable, restorative sleep on your new Savvy Rest mattress or topper. Because natural, plant-based materials look and behave differently than synthetic materials do, you may notice a few visual differences in our products. This guide offers a quick summary. Our web site, [www.savvyrest.com](http://www.savvyrest.com), is also full of detailed information. The URLs below are good places to start. Other questions? Don't hesitate to ask the dealer from whom you purchased your Savvy Rest.*

## Latex Exchange

Remember, you have 90 days from the date you receive your Savvy Rest to be sure you're comfortable with its firmness or softness. If you decide after a few weeks that you'd like a layer to be softer or firmer than your original choice, just contact the dealer you purchased from to order a latex exchange. The new layer is shipped to you, and you return the exchanged layer in the same box the new piece arrived in. Shipping fees apply.

Please note that our exchange policy only applies to latex. Pocketed coil units in our Zenspring mattress cannot be exchanged.

<https://savvyrest.com/policies/latex-exchange>

## Cosmetics

A layer of natural latex may have one or more cosmetic imperfections or natural variations: voids and/or color irregularities are common; small lateral tears of up to three inches are possible. These will not affect the performance or longevity of your mattress. Natural latex may become markedly more yellow with time, and the surfaces can develop a thin, dry outer membrane. These changes result from the natural oxidation of plant material, and will not alter mattress comfort.

<https://savvyrest.com/whysavvy-rest/variations-in-natural-latex>

## Scent

Natural latex is made from rubber tree serum. It is natural rubber, but it is still rubber. Most people do not, but some can detect the scent of the rubber plant. If you notice it, airing out the layers prior to assembly in a space with good air flow is advisable. The scent's strength can vary from batch to batch and take 2 to 4 weeks to dissipate fully.

<https://savvyrest.com/why-savvy-rest/quality-control>

The logo for Savvy Rest features the brand name in a purple, cursive script font. A green, curved line arches over the word 'Savvy'. A registered trademark symbol (®) is located at the end of the word 'Rest'.

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## Dunlop Latex

### Firmness

The firmness of a Dunlop layer will vary somewhat from batch to batch. No two Firm, Medium or Soft layers will feel exactly the same, so the mattress you receive may not feel exactly like the one you tried in a store. Street clothes, muscle tension from shopping and other factors can also contribute to it feeling a bit different at home.

<https://savvyrest.com/blog/guide-to-firmness>

## Talalay Latex

### Seams

Natural Talalay layers are made in 40" molds. Any layer wider than Twin is seamed head-to-foot (off-center) with a water-based bond.

<https://savvyrest.com/why-savvy-rest/natural-dunlop-talalay>

### Firmness

Natural Talalay firmness also varies from batch to batch.

<https://savvyrest.com/blog/exploring-ILD>

## Foundations

### Height

To ensure fit, be certain to measure your bed frame or bedstead before choosing the 9" or 5" height.

<https://savvyrest.com/products/foundations/savvy-rest-foundation>

### Splits

Split Queens are available (all King and California King foundations are two-piece, or split).

**NOTE:** No foundation exchanges are permitted once a foundation has shipped.

## Casings

**IMPORTANT -- DO NOT WASH!** Wool batting shrinks. Use a mattress pad to protect your mattress. The zippered design eases assembly and customization; though removable, the casing is not washable.

**NOTE:** Savvy Rest mattresses are NOT chemically treated or warranted against the growth of mold and are NOT recommended for use directly on a floor, which increases the risk of mold growth.