

## *Dear Valued Customers,*

Congratulations on the purchase of your new mattress that will provide you with years of comfort and support. Your mattress was made with the finest quality, the best of care, and professional craftsmanship.

More precious than any dream, the mattress collection from **AMERICANSTAR®** has the highest standards using only the finest quality materials available to bring warmth and love to your sweet home.

Thank you for your trust in **AMERICANSTAR®**.

Warm regards,

**Americanstar Group**

# Warranty Information

## WARRANTY DEFINITIONS

**AMERICANSTAR**®'s warranty is offered on product performance according to written specifications for an indicated period of time.

**Valid warranty:** Warranty is only valid to the original and registered buyer and is for residential use. Commercial use or contract use is not covered in this warranty.

**Warranty:** The **AMERICANSTAR**® "warranty" is a prorated warranty as defined by **AMERICANSTAR**® unless otherwise provided in writing.

### Warranty process

- For a warranty claim, please contact the **AMERICANSTAR**® store where the product was purchased.

We will resolve your warranty claim in a timely manner.

- Upon written notice, **AMERICANSTAR®** will verify and repair or replace the defect according to the terms and conditions set forth in the “Warranty” section of each product.

### **AMERICANSTAR® LIMITED WARRANTY**

**The warranty for the repaired or replacement product or part** will be provided under the remaining warranty term of the original product.

**Exchange condition:** During the warranty period, if a defect arises that is covered by the **AMERICANSTAR®** warranty then your **AMERICANSTAR®** product will be repaired or replaced at **AMERICANSTAR®**'s sole discretion. If we determine that a repair is impractical, a substitute product of the same or similar color, design, style, and quality will be provided.

## NULL AND VOID WARRANTY

- If the mattress is stained due to blood, urine or any dirt stain that occurs during the use of the mattress, the warranty will be null and void.
- Misuse of the mattress, or misuse according to the manufacturer guidelines and care for the mattress such as tear, burn or abuse will null and void the warranty. Example: jumping, standing, or running on the mattress.
- Folding or bending the mattress will null and void the warranty, unless the mattress is designated for use with adjustable beds.
- A mattress not placed on a sturdy flat surface or a suitable foundation can cause damage which will null and void the warranty.
- Warranty will be null and void if the foundation or bed frame used is not from an approved manufacturer by **AMERICANSTAR®** or if **AMERICANSTAR®** deems at the time of a warranty claim that the foundation or bedframe is not being used per the warranty guidelines.

Aside from the above, **AMERICANSTAR®** will not warrant the mattress for the below reasons:

- Minor defects during production that have no effect on the quality and performance of the mattress.

- Slight discomfort and support of mattress due to personal preferences.
- Reduction of mattress height up to 1.5 inches (3.81cm) during usage is considered normal.
- Sheet fit or piling of covering material or fabric.
- Damage from improper surface cleaning with chemical cleaners, dry cleaning damage, or machine washing.
- Any product without a law tag.
- Act-of-God reasons such as natural disasters, fire, explosion, war, etc.

## **PROPERLY SUPPORT YOUR MATTRESS**

Utilizing the recommended support system will provide the best results, allowing your **AMERICANSTAR**<sup>®</sup> mattress to perform properly over the duration of the warranty. An improper support frame and lack of center support will void the **AMERICANSTAR**<sup>®</sup> warranty.

a. Proper center support and leg is required for all mattresses in all sizes. Proper support as defined by **AMERICANSTAR**<sup>®</sup> is the use of a frame or platform which includes appropriate center support with a center leg(s) resting firmly on the floor.

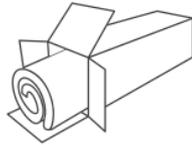
b. Acceptable alternatives:

- i. Solid slats should be 0.75 inches (1.9cm) in thickness and fitted with a center support rail (head to foot) and a center leg resting firmly on the floor.
- ii. Five slats or more must be present to properly support the mattress.
- iii. Slats must not be spaced more than 2.75 inches (7cm) apart.
- iv. Use a solid platform surface with a center, or when using support base (platform base or spring base), ensure that the base is structurally supportive and of good quality to accommodate the **AMERICANSTAR**<sup>®</sup> mattress.
- v. When used on a traditional bed with head and foot board, it is highly recommended to use a minimum of 3 to 5 hardwood or steel flex-free slats, with one or more legs in direct contact with the floor. These slats should be securely attached to the bed side rails, then a platform or foundation placed on top of the slats for the mattress to rest on.

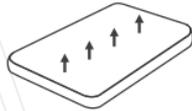


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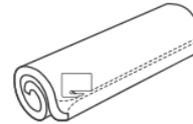
# Steps To Set Up Your New Mattress



- 1** Remove the compressed mattress from the box and lay the mattress on the floor.



- 3** Place the mattress on a flat surface in a well-ventilated room and allow 48 hours for mattress fully recover to its intended shape.



- 2** Using the enclosed “Special Care UnPacker cutting tool”, carefully cut one side of the vacuumed sealed plastic bag. Do Not cut into the mattress fabric. Remove the plastic covering and dispose of it responsibly. Your new mattress will begin to decompress and take its proper shape.

- 4** Enjoy your New Mattress!

# Care Instructions

1. Life of a mattress: Mattress life is the period a mattress brings comfort and a good night's sleep to its owner(s). According to the BSC (Better Sleep Council), an average life of a new mattress is 8-10 years. Depending on each mattress structure, the life span could be more or less. Of course, after a period of 8-10 years you should inspect the mattress regularly for signs of wear if any.

2. Longevity of a mattress: Longevity of a mattress is unpredictable, even the manufacturer can't be sure due to many elements that can contribute to the mattress life span. Below are list of elements impacting a mattress life:

- Weight of the owner(s).
- Hourly duration a mattress is used daily.
- Mattress usages other than sleeping such as: reading, watching TV, etc.
- How often a mattress is moved from one location to another.
- How a mattress is cared for.
- Is a mattress used with a correct foundation?

3. Mattress product care: In the beginning, sleeping on an **AMERICANSTAR**<sup>®</sup> mattress may give you a difference in comfort than your previous mattress. Don't worry, you will quickly adapt to the luxurious comfort that your new mattress brings to your nightly sleep.

Take good care of your mattress and it will take care of you:

- Please inspect your mattress the day you receive delivery from **AMERICANSTAR**<sup>®</sup>.
- When a new product is removed from the product packaging there can be a new product smell. The smell is harmless and will dissipate soon after the product is open to fresh air.
- Carry or move the mattress on its side. Be sure not to use the handles to move the mattress. The handles are for positioning only.
- Keep your mattress clean and free from stains.
- A mattress needs to lay on a flat surface with clean air environment.
- For a dual-sided mattress, flip over every two months.
- For a pillow-top mattress, rotate 180° once every two months.
- Avoid placement of your sleep system near heaters or open flame. Don't smoke in bed.
- Use the mattress for rest and relaxation. Don't stand or jump on the mattress.
- Do not bend, twist, or fold the mattress. Note that certain **AMERICANSTAR**<sup>®</sup> mattresses are for use with adjustable bases and are sold as such.

# Contact Us

For information or request, please contact us at **AMERICANSTAR**<sup>®</sup> Customer Service:  
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*We are here to help & support*



*Beyond Expectation*