

LIMITED WARRANTY

NON-PRORATED MANUFACTURER



WHAT IS COVERED

This warranty covers any defects in materials or workmanship, with the exceptions stated below. This is a manufacturer's warranty and does not cover any additional coverage offered by individual stores, distributors, or other points of sale in or outside of the United States of America.

WHAT MLILY WILL DO

MLILY USA, at its sole discretion, will repair or replace any product that proves to be defective in materials or workmanship.

HOW STATE LAW APPLIES

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

WHAT IS NOT COVERED

The warranty applies only to the original purchaser and does not cover: (a) misuse or abuse; (b) failure to follow care instructions by (i) drying in dryer (ii) using bleach or bleach detergent (iii) ironing (iv) dry cleaning or (v) not completely drying the cover before putting back on the mattress; (c) wear and tear, including rips, tears, or soiling; (d) fabric stains or damage caused by or related to: (i) inks, nail polish, cosmetics, bleach, non-food related grease, corrosives, alcohol, dyes, or solvents (ii) burns or fire, natural disaster, flood, theft, vandalism, or any other loss covered under an insurance policy (iii) structural problems or appliance malfunctions (iv) more than two pints of liquid; (e) mattresses not correctly fitted with the mattress protector; (f) mattresses used for commercial, institutional, or rental purposes; (g) normal changes in softness or resilience (including impressions less than 1 inch in depth); (h) stains; or (i) damage caused by uneven platform or box foundation support; (j) bedding sold "as is", or floor samples, or bedding purchased from second hand parties, non-retail establishments or received as a promotional item; (k) or any personal comfort preference changes.

All Law Tags must be attached to the products for our warranty to be properly and efficiently processed.

Your receipt is your proof of purchase. Please make a copy of your receipt at the time of purchase along with any supporting documents from your original point of sale. Please register your product with us for easier warranty claims and special offers at www.mlilyusa.com/register/

HOW LONG COVERAGE LASTS

This warranty runs from the date of purchase. Length of warranty is based on product type :

Mattresses	10 Years
Pillows	10 Years
Mattress Toppers	3 Years
Protective Covers	10 Years
PowerCool Sleep Systems	2 / 10 Years
Adjustable Bases	2 Years

HOW TO GET SERVICE

Please fully complete the form available at www.mlilyusa.com/warranty-claim/ and we will contact you within a week about your claim. Please keep your original receipt and a copy of it so that we may process your warranty request with speed and accuracy. A photo or scan of it and photos and descriptions of the defect will be required to properly process your claim.

CARE INSTRUCTIONS



MATTRESS UNPACKING INSTRUCTIONS

MLILY USA memory foam and innerspring products are compressed and vacuumed sealed for shipping convenience. Please allow 24-48 hours for your new mattress to re-inflate to normal size and firmness. Some initial softness is normal during this time. There may be a slight foam odor. This is normal and will dissipate in a short time. Please follow the directions below to avoid prolonged decompression time.

Unpack the mattress in a well-ventilated area, such as the garage or a room with an open window. Discard any packaging materials. You may use the mattress the same day, but it is important to air out the bed as much as possible in the first few hours after unpacking. We find that a slightly warmer room speeds up this process.

INSTRUCTIONS ADJUSTABLE BASE

Unpack the adjustable base in the room it will be going into if possible. Ensure that all legs are even and fully engaged with the bed frame before flipping the adjustable base over for use. Insert the batteries into the remote and pair it with the base.

How do I pair the remote to the control box?

Using the remote control push the HEAD UP and FOOT UP buttons simultaneously. While holding the HEAD UP and FOOT UP buttons push the blue pairing button on the pairing box. The pairing box, a small box approximately 1.25 x .75 inches and is located on the cord between the power supply and control box. On some models, it is a pairing oval instead of a box. The base will be paired when you hear a quick beep after holding the three buttons for just a few seconds.

FOR BEST RESULTS

Leave the mattress completely uncovered for 24- 48 hours so that the slight foam odor can escape and dissipate while the mattress returns to normal shape and size.

You may cover your new bed from MLILY USA with a waterproof mattress pad to protect it from spills. The outer covers are removable and can be dry- cleaned. However, ensure the foam quilted into the top of the cover is not exposed to or allowed to absorb any moisture.

Make up the bed with your favorite bedding and enjoy a restful night's sleep on your new mattress!

CARE AND MAINTENANCE

The Anti-Microbial outer covers on most models are removable and can be hand washed with mild soap and then hung to dry completely. If washed, the cover must be completely dry before it is put back on the mattress. MLILY USA recommends the use of a high quality, waterproof, mattress pad to protect the foam from moisture. Care should be taken to avoid spills or moisture, which will be absorbed by the visco-elastic foam if not properly protected.

MLILY USA mattresses are designed with a single sleeping surface, so they do not require flipping. However, your mattress should be rotated 180 degrees every 90 days to promote longevity and even wearing.

Your mattress must be supported by a firm, flat foundation. Examples include but are not limited to a box spring, foundation box, platform bed with adequate slats, or the floor. When using a box spring or foundation box, your frame must be built with at least one center support bar and leg.