

What Does My Warranty Cover?

NapQueen Mattresses Limited Warranty

Congratulations on your purchase of a NapQueen mattress. NapQueen is committed to providing superior product durability and quality so that you may achieve a healthful, comfortable rest. While NapQueen does not expect you to experience any defects, if you do, they are covered under the terms of this limited warranty. This limited warranty applies for ten (10) years from the original date of purchase or until transfer to another consumer (whichever is shorter), for all NapQueen mattresses sold new in the USA by napqueens.com or a NapQueen-authorized retailer. It warrants against defects due to faulty workmanship or materials as described herein. If defective, NapQueen will either replace or repair your mattress. Notwithstanding NapQueen's commitment to service defects, such service may be conducted by third parties authorized by NapQueen, such as retailers. This warranty applies to the original purchaser only and is expressly limited as described herein.

Note: *Third-Party Retailers (Amazon, Walmart, Wayfair, Home Depot, Overstock) have their own return and warranty policies. Please reach out directly to the retailer that you purchased from, and they will assist you further!*

Warranty Process

You can start your warranty claim [here](#). You may call NapQueen at 1-713-574-5494, email support@napqueens.com, or open a ticket from napqueens.com.

- This warranty is void if the product is altered, outer cover and/or mattress tags are removed, or if it is improperly used. Please follow the Care Instructions on the Law Tags.
- NapQueen warrants your mattress against defects in workmanship and materials.
- Please be sure to register your product [here](#). The warranty allows only one-time partial or full product replacement should your product be found to meet the terms and conditions of the warranty policy.
- This warranty becomes valid only after the return window of the authorized dealer expires.
- It is understood that warrantable defects do not include the normal increase of softness in the foam that can occur during normal break-in, or, in the case of visco-elastic memory foam, a lessening of the gradual recovery aspect of the foam, of which such lessening, should it occur, does not reduce the continual pressure-reducing and pressure relief properties of the mattress.
- It is incumbent on the consumer to maintain a proper foundation to provide the appropriate support for the mattress to maintain this warranty.
- Use of improper foundations, platforms, or other bases upon which the mattress is placed may result in damage to the product.
- The warranty will be voided if an improper base is used that causes the mattress to fail.
- This warranty does not cover any deterioration of the foam that results in an indentation of less than 1.5 inches, not associated with a sag in the foundation, box spring, or platform or mattress.

- All mattresses are subjected to a tolerance level of +/- 2cm on the length and width. This is specifically so as the mattresses are 'hand-closed' by labor using a closing machine. This warranty does not cover mattresses that are well within the tolerance level.
- This warranty is void if the product is found to have been tampered with or misused by the purchaser beyond reasonable wear and shall not apply if the product has been physically damaged intentionally or due to accident and/or neglect, including burns, cuts, water damage, mold, stains, or is otherwise abnormally soiled or unsanitary.
- If a heating pad or electric blanket is used with a memory foam mattress, it will void this warranty. It is incumbent on the consumer to protect the mattress with a stain-resistant pad.
- This warranty is valid only for the original purchaser of the product, who is the first purchaser of the product as indicated on the original sales receipt or invoice and who purchased the product from an authorized dealer as a new product. The original invoice is required and is the only acceptable proof of purchase, so please retain your original invoice.
- The warranty applies only when the product has been properly used by the original purchaser according to the care instructions.
- The Law Tag must not be removed from this product as it identifies the product regarding warranty. Removal of the Law Tag voids this warranty.
- For all NapQueen mattresses, we highly recommend opening the box upon receiving it. Because staying the mattress on the box for more than 7 days will have a decompression issue. Also, this will automatically void your warranty.

NapQueen highly recommends the use of a very stretchy, breathable mattress protector because without such protection, your mattress may not be clean enough or undamaged enough to have this warranty apply.