



WARRANTY

TERMS & CONDITIONS

OCTOBER 2024

CONTENTS

Introduction	2
Instructions of use and caring tempur mattresses / pillows	3
Moving, transport, storage and disposal.....	5
– Exceptions.....	6
– Symbols	6
– Warnings and precautions	8
Cleaning and maintenance.....	10
mattresses / pillows warranty period.....	14
– TEMPUR® warranty.....	14
– Who offers the TEMPUR® Warranty.....	14
– What is covered.....	15
– Exclusions.....	18
How do you claim under the TEMPUR® Warranty?	19
– Our liability to you	20
– Your legal rights	20



INTRODUCTION

Welcome to a new "space" comfort experience!

By purchasing Tempur® products, you have chosen high quality products that come with a guarantee, from the globally recognized for reliability, Tempur® company.

Tempur® mattresses are known for their high quality, innovation and anatomical design, which will provide you with an excellent sleeping experience and contribute to a more comfortable and refreshing sleep. With special memory foam technology that adapts to the shape and weight of your body, they provide completely personalized support and "space-like" comfort. Advanced Tempur® technology discovers pressure points and minimizes body movements during sleep, allowing you to wake up refreshed and rejuvenated.

Having built a long-term relationship of trust and cooperation with Tempur®, elite strom® is today the exclusive distributor of Tempur® in Greece.

In this brochure you will find instructions for the proper maintenance of your new mattress which will help you not only to ensure the warranty that comes with it but also to extend its life and the benefits of the mattress you just got.

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INSTRUCTIONS OF USE AND CARING TEMPUR MATTRESSES / PILLOWS

During delivery of your mattress

During shipping, the textile covers of larger items such as mattresses may move from their original position. Once you have unpacked and placed your TEMPUR® product, allow some time for the TEMPUR® foam material to warm up in the ambient air temperature. Then you can simply straighten and smooth the textile cover back into position by hand.

If you have purchased a compressed TEMPUR® EASE mattress OR a TEMPUR® mattress topper

Compressed TEMPUR® EASE mattresses must be unpacked no later than 6 months after the productions date. Upon arrival of your TEMPUR® EASE mattress, check the production date on the box and make sure to unpack it within the required unpacking period.

You can use your TEMPUR® EASE mattress straight away after unpackaging. It can take up to 72 hours (3 days) before your TEMPUR® EASE mattress has regained its original shape and height.

Mattress toppers that are rolled up in the packaging will take some time to regain their original shape after unpacking. You can use your mattress topper straight away after unpackaging.

Creases in the covers are to be expected and will disappear as the mattress/mattress topper regains its original shape. In some case you may need to wash the cover to remove creases. Always follow the washing instructions on the label placed inside the mattress cover.



That 'new product' smell

Some people notice a slight odour to their new TEMPUR® product once unpacked. This is completely harmless and will disappear after a short period of use. Allow the product to air or 'breathe', preferably uncovered in a well-ventilated area before and after use to speed up this process.

About the TEMPUR® foam Material

The TEMPUR® foam Material is a pressure-relieving surface, engineered with a viscoelastic open cell structure that absorbs and evenly distributes the weight of your body for maximised comfort. The temperature-sensitive properties soften, compress and conform to the unique shape and weight of your body at average room temperature for personalised support. The high density of the TEMPUR® foam Material ensures maximum dimensional stability and comfort.

The TEMPUR® foam Material reacts to the thermal impact of the body. The viscoelasticity in the foam material ensures your TEMPUR® returns to its original shape after compression, with a certain built in delay. This delay varies with different temperatures. You can expect a firmer feel in cooler conditions of 18°C or less and the higher the temperature the softer your TEMPUR® will feel.

Getting Used to The Feel

If your previous mattress or pillow used more traditional methods of support such as springs, feathers and/or fibre, it is likely your TEMPUR® products will initially feel different. The unique pressure-relieving properties of the TEMPUR® foam Material, can take some time for the body to adjust and get used to.

The break-in period

TEMPUR® MATTRESS (not relevant for compressed TEMPUR® EASE mattresses)

The more time you spend on or in bed: resting, reading or watching TV, the better. The extra movement will help the cells in the TEMPUR® foam Material to open. As they open, the cells 'breathe' and respond more rapidly to weight and temperature, but they will return to their original shape. To the user it may feel like the mattress is getting

softer, but in fact there is no change to the pressure relieving properties of your product.

No Need to Flip

Advances in TEMPUR® technology have resulted in keeping maintenance to a minimum. Each mattress model has a build-up of multiple layers, so you sleep on the top side only. To prolong the life of our products, from time to time you can rotate your mattress head to foot.

TEMPUR® Pillows

- During the first 2-3 weeks of ownership, it can help to use the pillow as a cushion during the day to improve the support and pressure-relieving benefits delivered when you are sleeping.
- During normal usage you can experience lumps of foam. The pillow can be massaged back into shape. With the cover still on, place the pillow on a flat surface. Push the foam filling towards the middle of the pillow, while gently pulling the foam lumps apart from both sides. Once lumps are gone, gently even out the filling to restore the pillow back into shape (for pillows filled with TEMPUR® foam material granulates).
- EASE pillows packed in shrink-wrap must be allowed some time to regain its shape after unpacking.

MOVING, TRANSPORT, STORAGE AND DISPOSAL

- Unless otherwise stated TEMPUR® products should NOT be bent or pressed out of their original shape, as you risk damaging the foam material and losing all the properties and benefits it brings.

- Due to the nature of the foam material in TEMPUR® products it can become slightly compressed during transportation or storage. This is expected, the product will return to its normal size after a short time in room temperature.
- Do not unroll a TEMPUR® mattress Topper when it is cold, as you will be at risk of tearing or cracking the foam material. Allow the TEMPUR® mattress Toppers to adjust to room temperature before unrolling.
- TEMPUR® products should be stored in their original shape.





EXCEPTIONS

Exempt from this is the TEMPUR® Travel Pillow, which may be transported rolled up in the bag supplied (the bag should only be used when travelling to avoid permanent deformation of the pillow).

- TEMPUR® Mattresses must be stored flat, ideally in the original packaging (it is not possible to reuse packaging for the compressed TEMPUR® EASE mattresses).
- The compressed TEMPUR® EASE mattresses must not be re-compressed for storage.
- TEMPUR® mattress Toppers can be stored either rolled up or stored flat.
- TEMPUR® products must be stored in a dry environment (maximum 65% relative humidity).
- For disposal of your used product please refer to the local authority within your country market.

SYMBOLS

The following symbols are used on product, packaging or in this manual.









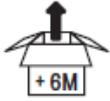


 <p>Manufacturer</p>	 <p>Manufacturing date</p>	 <p>Lot number</p>	 <p>CE marked as class I medical devices in accordance with the requirements of MDR</p>
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			(EU) 2017/745
 Medical device	 Product orientation printed on mattress foam cores	 Consult Instructions for Use	 Item is made with an adhesive that contains natural rubber latex
 Avoid open flame	 Humidity limit	 Keep dry	 Recommended max user weight
 DD-MM-YYYY Mattress/pillow must be unpacked no later than 6 months after the production day printed on the box/packaging	 Warnings and precautions	 Triman logo for proper disposal, only relevant for France.	

CE marking

The following might not be applicable for all markets.

Many TEMPUR® products are classified as class I Medical Devices and CE marked in accordance with MDR (EU) 2017/745.

The intended use of the CE marked products is to prevent or reduce the risk of developing pressure ulcers in adults. This effect is obtained through the pressure redistributing properties of the TEMPUR® foam material.

The CE marked products are intended for home care. It is important that immobilized users are repositioned on a regular basis.

Please check the product label placed inside the textile cover to see if the product you have purchased is CE marked. For mattresses where top-covers can be zipped off for easy cleaning the CE mark is located in the top-cover.

The CE marked TEMPUR® mattresses and mattress toppers are suitable for user weight of up to 150 kg.



In case of a serious incident with the product, the manufacturer and competent authority in the user's home country must be informed.


To report an incident to the manufacturer please report as a warranty complaint by following the instructions specified in the "warranty" section of this manual.


Please note additional instructions for use


WARNINGS AND PRECAUTIONS

The following symbols and text will be used to draw your attention to possible dangerous and undesirable situations. Please be aware that failure to comply with these instructions may result in critical injuries or damage to the product.

	WARNING	Be aware of situations or practices that may cause death or critical injuries
	CAUTION	Be aware of situations or practices that may cause moderate or minor injuries
	IMPORTANT	Be aware of situations or practices that could result in damage to the product or other property

 **Warning:** Do not leave infants, young children or the elderly unattended on the mattress or pillow if they can't easily turn over by themselves.

 **Warning:** It is important that immobilized users are repositioned on a regular basis. Carelessness causes fire – we strongly recommend not to smoke in bed or while using the products.

 **Warning:** Risk of fire: keep products away from open flames

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- ⚠ **Caution:** If you have purchased a mattress as a medical device for pressure ulcer prevention and where the top-cover can be zipped off for easy cleaning: Please be aware that if you replace the top-cover the mattress is no longer a medical device for pressure ulcer prevention.
- ⚠ **Caution:** Do not use bed pads on TEMPUR® mattresses or mattress toppers, as they can reduce the pressure-relieving properties. To ensure optimum support we recommend using a sheet directly on the mattress.
- ⚠ **Caution:** Please note TEMPUR® foam Material works best in response to the natural warmth of the user, therefore an electric blanket and/or hot water bottle is not recommended. The heat from an electric blanket will temporarily offset the temperature sensitivity in the TEMPUR® foam Material. However, if the user would still prefer to use an electric blanket, we suggest doing so over a separate sheet and avoiding direct contact with the TEMPUR® foam Material.
- IMPORTANT:** Always follow the instructions for use from the supplier of the electrical blanket.
- IMPORTANT:** If your hot water bottle should develop a leak which wets, stains or damages your mattress it will invalidate your warranty.

Important:

- TEMPUR® mattresses must always be placed on a bed base which allows air to circulate to prevent moisture from accumulating in the mattress. For example, a spring, disc or slatted bed base, or a platform top bed base which has space underneath the top surface. It should not be a completely solid base. The base should also be on feet, castors or legs to enable air to circulate underneath it.
- Do not use a TEMPUR® pillow with wet hair as the foam material will get damaged.
- For pillows filled with TEMPUR® foam material granulates and/or down; During normal usage you can experience lumps of foam. The pillow can be massaged back into shape. With the cover still on, place the pillow on a flat

surface. Push the foam filling towards the middle of the pillow, while gently pulling the foam lumps apart from both sides. Once lumps are gone, gently even out the filling to restore the pillow back into shape.

- Do not unroll a TEMPUR® mattress Topper when it is cold, as you will be at risk of tearing or cracking the foam material. Allow the TEMPUR® mattress Toppers to adjust to room temperature before unrolling.
- TEMPUR® mattress toppers must always be placed on top of a mattress.
- Do not fold, bend or press your TEMPUR® product into shape as there is risk of damaging the foam material
- Do not alter or repair your product – it will invalidate your warranty.

CLEANING AND MAINTENANCE

- Most textile covers can be removed and washed. Please follow the specific cleaning instruction for your product on the product label located inside the textile cover.
- Special textile covers which contain TEMPUR® foam material that cannot be washed or dry- cleaned, can easily be removed for airing and brushing.
- We do not recommend using a vacuum cleaner on textile covers as it may damage the cover.
- Pilling balls may occur on textile covers during normal use as a function of the interaction with exterior textiles. Pilling balls are not an indicator of poor quality and can easily be removed with a battery driven 'textile shaver'/'bobble remover'.

IMPORTANT: Always follow the instructions for use from the supplier of the "textile shaver"/"bobble remover". Incorrect use may damage the cover.

Textile covers quilted with TEMPUR® **washable** material:

- Can be washed and tumble-dried, line dried/flat dried. Check the product label inside the textile cover to see if your cover can be washed.
- **IMPORTANT:** The TEMPUR® washable material is heavy when wet, please follow the below instructions carefully:

Cover width (cm)	Washing machine/tumble dryer capacity
Up to 95 cm	6 kg
Up to 105 cm	7 kg
Up to 120 cm	8 kg
Over 120 cm	must be washed at professional laundry facility

Important: Covers must be completely dry before use or storage.

Tip: Weigh the cover before washing. Dry the cover until it has the same weight as before wash. Then you know that the cover is completely dry.

TEMPUR® Down Luxe Pillow:

Important:

- Remove foam bag with TEMPUR® foam material granulate before washing the down cover.
- Use enzyme free laundry detergent for the down cover and tumble dry with a couple of dryer balls (or clean tennis balls) to avoid down clumping and to ensure the down dries evenly.
- Do not use fabric softener on the down cover.
- The down cover must be completely dry before use or storage.
- Tip: Weigh the Down Luxe Pillow cover (without the foam bag) before washing. Tumble-dry the cover after wash until the cover has the same weight as before wash. Then you know that the down cover is completely dry.

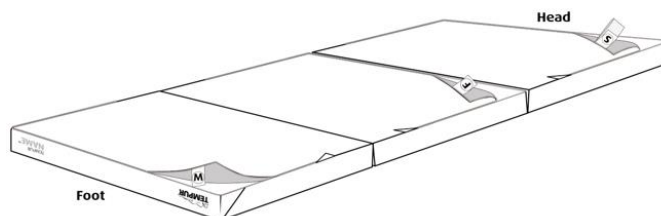
Important:

- Do not wash the TEMPUR® foam material.
- Exempt from this is the TEMPUR® EasyClean Pillow and the TEMPUR® PureClean Pillow which can be washed (follow the specific cleaning instructions on the product label inside the textile cover).
- Exempt from this is also the textile covers with TEMPUR® washable material - follow the specific cleaning instructions on the product label and in this instruction.
- Do not steam-clean or dry-clean the TEMPUR® foam material.

Important:

- The TEMPUR® products must be regularly ventilated to remove moisture.
- ⚠ **Caution:** After washing the textile cover, please ensure mattress textile cover is replaced according to the orientation printed on the side of the mattress foam core. The TEMPUR® foam material that provides maximized comfort and pressure relief is only on the top-side of the core.
- ⚠ **Caution:** After washing the textile covers of seating products or cushions with layers of foam, please be aware of the orientation of the foam core when products is being re-assembled. The TEMPUR® foam material that provides maximized comfort and pressure relief is only on the top-side of the core.

The TEMPUR PRIMA™, TEMPUR PRO™ and TEMPUR PRO Air™ futon covers are equipped with icon-labels inside, to allow for an easy and correct cover mounting after washing. For correct feel, please ensure that the circular icon in the cover, is matching the circular icon printed on the foam.



Technical Product information

- Certain TEMPUR® products have a non-slip coating on the underside. This coating ensures that the product does not slide when in use.
- TEMPUR® products are available in many different sizes. Product weight depends on product size. Further information is available upon request.
- Constituent materials in covers – see product label, which is located inside the textile cover.

Latex

Certain TEMPUR® products are manufactured of layers of foam with the TEMPUR® foam material on top and with an adhesive that contains latex between the layers. Please check the product label inside the textile cover to see if the product you have purchased contains latex.

The TEMPUR® foam material and the textile cover do not contain latex.

Fire safety standards

TEMPUR® product	Fire safety
Mattresses, mattress toppers	EN 597-1 (Cigarette Test)
Mattresses, mattress toppers (fire retardant versions)	BS 7177 Low Hazard DS/EN 597-1 (cigarette test) DS/EN 597-2 (Match test) BS 5852 (Crib V) on foam
Pillows, cushions and positioning products (moulded and granulated filling)	EN/ISO 12952-1 (Cigarette test)
Pillows, cushions and positioning products, moulded	EN/ISO 12952-1 (Cigarette test) BS 5852 (Crib V) on foam

(fire retardant versions)	
Pillows, cushions and positioning products with granulated filling (fire retardant versions)	EN/ISO 12952-1 (Cigarette test) BS 5852 (source 2) on foam crumbs BS 5852 (Crib V) on foam
Down Luxe Pillow (fire retardant versions)	EN/ISO 12952-1 (Cigarette test) BS 5852 (source 2) on foam crumbs BS 5852 (source 2) on downs

Manufacturer



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Holmelund 43
5560 Aarup
Denmark
*Dan-Foam ApS is a
subsidiary of TEMPUR-
Sealy International, Inc

MATTRESSES / PILLOWS WARRANTY PERIOD

TEMPUR® WARRANTY

This document sets out the terms and exclusions of the TEMPUR® Warranty for new TEMPUR® products sold to consumers worldwide (excluding the USA and Canada).

WHO OFFERS THE TEMPUR® WARRANTY

The Manufacturer of TEMPUR® mattresses, mattress toppers, pillows and cushions (except those in the USA and Canada) is Dan-Foam ApS, a company incorporated in Denmark under company registration number DK-24209709. Registered office

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address: Holmelund 43, 5560 Aarup, Denmark (the "Manufacturer"). Dan-Foam ApS is a subsidiary of TEMPUR-Sealy International, Inc.

WHAT IS COVERED

The Manufacturer warrants that all new and genuine TEMPUR® products are free from material defects due to faulty workmanship or materials for the applicable warranty period (see section - For how long?) unless the product is specifically excluded or an exclusion applies (see section - Exclusions).

The TEMPUR® Warranty is valid for products purchased by consumers anywhere in the world (except the USA and Canada) from the Manufacturer or an authorized retailer for personal use and not in the course of a business, trade or profession. A list of authorized retailers is available at www.tempur.com

For how long

The TEMPUR® Warranty lasts for the period displayed on or inside the packaging of the relevant product or as stated below, starting from the date of purchase (except where the product is an ex-display or demonstration model in which case the warranty starts from the date of manufacture).

The warranty period is generally as set out in the warranty table, but the Manufacturer advises that you should check the warranty terms for the country in which you originally purchased your product as there may be a different warranty period applicable. For this, please visit www.tempur.com

Product: Foam cores	Product Warranty	What's covered?
All TEMPUR® mattresses All TEMPUR® Toppers	10 years	Material defects due to faulty workmanship or materials, or changes which cause a visible indentation more than 2cm in the TEMPUR® material.
TEMPUR® Prima Futon All TEMPUR® Pro Futons	5 years	Material defects due to faulty workmanship or materials, or changes which cause a visible indentation more than 2cm in the TEMPUR® material.
All moulded TEMPUR® Pillows, Cushions, Wedges, and other TEMPUR® support products for sitting and lying.	3 years	Material defects due to faulty workmanship or materials, or changes which cause a visible indentation more than 2cm in the TEMPUR® material.
All TEMPUR® Pillows filled with TEMPUR® Material granulates/other filling materials.	3 years	Material defects due to faulty workmanship or materials
TEMPUR® Bicycle Pad TEMPUR® Sleep Mask	2 years	Material defects due to faulty workmanship or materials.
Product: Covers	Product Warranty	What's covered?
Covers for ALL products, unless stated otherwise below	2 years	Material defects due to faulty workmanship or materials.
Down Cover for TEMPUR® Down Luxe Pillow	3 year	Material defects due to faulty workmanship or materials.



What will we do?

Where a valid claim is made in accordance with this TEMPUR® Warranty, the Manufacturer shall offer, at its choice, either to repair the defective product or provide an equivalent replacement product free of charge.

The Manufacturer will refund the reasonable delivery cost of returning a defective product for repair or replacement so long as the claim is valid under the terms of this TEMPUR® Warranty and the product is returned from an address within the same country as the authorised retailer the product was purchased from. The repaired or replacement product will be delivered free of charge to an address within the same country as the authorised retailer the product was purchased from. In all other circumstances, any delivery costs associated with any repairs or replacements are the purchaser's responsibility.

In the event of replacement, the Manufacturer shall endeavour to provide a replacement product from the same line. However, if the product line has been discontinued or the product is otherwise not available, the Manufacturer reserves the right to provide a replacement product that, in the Manufacturer's sole discretion, is similar to the defective product.

The TEMPUR® Warranty provides cover from the date of purchase (or date of manufacture in the case of ex-display/demonstration products) of the original product. It is not renewed on the provision of a repaired or replaced product. In these circumstances, the TEMPUR® Warranty will run for the remainder of the period starting from the original purchase or manufacture date, as applicable.

EXCLUSIONS

The TEMPUR® Warranty does not apply if:

- ✗ The product has been purchased used, second hand or from anyone other than an authorised retailer or directly from the Manufacturer. A list of authorised retailers is available at tempur.com
- ✗ The process for making a claim under the TEMPUR® Warranty (set out under the heading "How do you claim under the TEMPUR® Warranty?" below) has not been correctly followed.
- ✗ The product has not been used and/or handled with due care and/or in accordance with the instructions of use, cleanliness and maintenance described in the Instructions for Use and at tempur.com
- ✗ Defects in compressed TEMPUR® EASE mattresses caused by the mattress not being unpacked in time (left in the box): this can cause the material to tear or permanently deform. Compressed TEMPUR® EASE mattresses must be unpacked no later than 6 months from the production date. Check the production date on the box when you receive your compressed TEMPUR® EASE mattress.
- ✗ Temporary creases in the cover for compressed TEMPUR® EASE that will disappear within 72 hours or after washing of the cover. Please see the washing instruction on the label inside the cover.
- ✗ Defects in shrink-wrapped pillows caused by the pillow not being unpacked in time (left in the plastic wrap).
- ✗ Shrink-wrapped pillows must be unpacked no later than 6 months from the production date. Check the production date on the packaging.

- ✗ The product has been deliberately damaged or damaged as a result of neglect, cuts, burns, flooding or any other improper use by you or by any third party.
- ✗ The defect is caused as a result of the product having been bent, squeezed or exposed to cold temperatures for a period of time causing the material to tear or permanently deform.
- ✗ The TEMPUR® EASE mattress was damaged in an attempt to re-compress or re-roll up.
- ✗ The product has been wet or soaked against Manufacturer's recommendations.
- ✗ The product is found to be very stained, soiled and/or otherwise unhygienic.
- ✗ The product has been altered or repaired without the Manufacturer's prior permission.
- ✗ The defect is the result of normal wear and tear.
- ✗ Zips on the cover of TEMPUR® Products unless faulty upon receipt of product.
- ✗ For mattresses (within the range of CE marked products), the defect or change in the product is only a minor variation or normal change which does not affect the pressure redistributing properties of the product.

HOW DO YOU CLAIM UNDER THE TEMPUR® WARRANTY?

TO CLAIM UNDER THE TEMPUR® WARRANTY YOU MUST:

- contact the authorized retailer you originally purchased the product from (the "Seller"). If the Seller is either no longer in business or is no longer a TEMPUR® authorized retailer, please contact the Manufacturer.

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- Present the original invoice or sales receipt as evidence of the purchase.
- Return the product to the Seller or to the Manufacturer (but only if the Manufacturer has requested the product). If the Manufacturer determines that the claim is valid in accordance with the terms of this TEMPUR® Warranty, you will be refunded the reasonable delivery costs for the returning the defective product so long as the product has been returned from an address within the same country as the Seller.

OUR LIABILITY TO YOU

The liability of the Manufacturer is limited to the cost of repair and/or replacement of the product under the TEMPUR® Warranty. Accordingly, the Manufacturer will not be liable for all other liability for loss or damage howsoever caused arising out of the purchase, possession, sale or use of the products. However, the Manufacturer does not exclude or limit in any way its liability for death or personal injury caused by its negligence, or fraud or fraudulent misrepresentation.

The products are only sold for domestic and private use. The Manufacturer has no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

YOUR LEGAL RIGHTS

The TEMPUR® Warranty does not affect a consumer's statutory rights under applicable law but aims to enhance the consumer's rights where applicable.