

# Comfort Guarantee

Our Comfort Guarantee is our commitment to you loving your mattress. Because we make each mattress one at a time, in our own workshop, it is easy for us to open up your mattress and make it a little firmer or a little softer. This is generally done by replacing the natural latex with a softer or firmer latex layer and adjusting the tension on the inner spring unit through the tufting straps. We then sew your mattress back up and deliver it back to you.

We want you to experience the best sleep possible, as soon as possible.

At Harbor Springs Mattress Co.® we will gladly make one comfort adjustment to ensure your mattress is just right. Comfort adjustment fees are 15 percent of the current mattress cost. Delivery charges may apply if you are outside of Michigan. We really do want you to love your mattress for a very long time..

The comfort adjustment may be requested within the first year of your purchase of a Harbor Springs Mattress. This Comfort Guarantee is only for the benefit of the original purchaser of the bed, where the purchase was made from one of Harbor Springs Mattress Company stores or an authorized retailer in United States. The purchaser must provide proof of purchase. A comfort adjustment changes the softness or firmness of your existing Harbor Springs Mattress Co. mattress. For example, you may adjust your mattress from a soft to a semi-firm or vise versa.

## EXCLUSION UNDER THE COMFORT GUARANTEE?

Damage due to misuse, willful damage, accidental damage, neglect.  
Damage due to soiled or unsanitary conditions.

**Do not:** Remove the labels attached to your mattress, as they identify your mattress as a Harbor Springs Mattress Company mattress and help to establish your rights under this guarantee.

## Michigan Residents

The comfort adjustment is only offered to customers who live in the state of Michigan. Due to the local nature of our business we can not make comfort adjustments for customers who do not live in the state of Michigan.