

Our 25-Year Mattress Warranty

Our philosophy — and our mattress warranty — is simple: if a concern arises related to materials or workmanship, we will work with you toward an appropriate resolution consistent with this limited warranty. Every Harbor Springs Mattress Co. mattress reflects careful craftsmanship and thoughtfully chosen natural materials intended for longevity. This limited warranty begins on the original date of purchase and applies specifically to defects in materials or workmanship, subject to the terms and conditions outlined here. Where a defect is confirmed, Harbor Springs Mattress Co. may, at its discretion, repair or replace the mattress without charge, excluding applicable transportation, handling, duties, or related service costs where they apply.

This limited warranty reflects our commitment to craftsmanship while acknowledging the natural performance characteristics of handcrafted materials.

Harbor Springs Mattress Co. Mattress Warranty

Warranty Term & Support System

Harbor Springs Mattress Co. mattresses are designed as part of a complete sleep system, and the support beneath the mattress plays an important role in comfort, structural integrity, and expected lifespan. When a new HSMC mattress is paired with a new Harbor Springs Mattress Co. box spring containing springs and placed on an appropriate bed frame, the mattress carries a 25-year limited warranty.

When a mattress is used without a Harbor Springs Mattress Co. box spring — including solid foundations, platform beds, or third-party

bases — the warranty term is 15 years, provided the support system remains structurally sound and appropriate for the mattress.

The Cozy Mattress, constructed without an innerspring, is the only model recommended for adjustable bases and carries a 10-year limited warranty. Because repeated flexing introduces additional mechanical stress to any mattress, this shorter warranty reflects expected wear conditions rather than product quality. Any mattress that flexes repeatedly may experience additional mechanical stress; adjustable bases should be used only with models designed for that purpose.

These distinctions reflect differences in support conditions rather than product quality, as proper support helps maintain comfort, durability, and structural integrity over time.

Eligibility and Proper Support

This warranty applies only to the original purchaser when the mattress is purchased directly from Harbor Springs Mattress Co. or an authorized retailer within the United States, and proof of purchase is required. Where a frame, foundation, or base not supplied by Harbor Springs Mattress Co. is used, it should provide continuous, even support and be structurally appropriate for the mattress. Proper, consistent support helps maintain comfort and structural integrity. Inadequate or incompatible support systems may affect warranty coverage.

EXCLUSIONS AND NATURAL CHARACTERISTICS

This limited warranty does not cover normal settling of natural fibers, changes in comfort preference, misuse, abuse, accidental damage, or unsanitary or heavily soiled conditions. Mattresses must be flipped and rotated pursuant to our care guide. Damage resulting from improper support systems or removal of the law labels attached to the mattress may also affect warranty eligibility.

Natural fibers such as wool, cotton, and latex may settle and become more supportive over time. This is a normal characteristic of handcrafted materials rather than a defect.

WARRANTY LIMITATION - TRILLIUM MATTRESS SET (MINI MATTRESS)

Trillium Mattress Set Warranty

The mini mattress included in the Trillium Mattress Set carries a limited **seven (7) year warranty**, beginning on the date of original purchase. This seven-year warranty applies specifically to the mini mattress component and differs from the standard twenty-five (25) year limited warranty applicable to our full-size, two-sided innerspring mattresses. The mini mattress is warranted against defects in materials and workmanship for a period of seven (7) years. The seven-year term applies whether the mini mattress is purchased separately or as part of the Trillium Mattress Set. No extension of the standard twenty-five (25) year limited warranty applies to the mini mattress unless expressly stated in writing.

Care and Claims

We cannot bring heavily soiled materials into our workshop, so a quality mattress protector is strongly recommended to preserve cleanliness and warranty eligibility.

Comfort Adjustment

Our comfort adjustment service 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 grade 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 you to ensure your mattress is just right. The fee for this service is 15% of the current mattress pricing for your model. Delivery charges may apply if you are outside of Michigan.

We really do want you to love your mattress for the rest of your life.

This Comfort Adjustment 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 vice versa.

EXCLUSION

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.