

# ALL WOOL BED WARRANTY

We promise that the All Wool Bed will be made with the highest quality materials on the market and offered at a fair price. We have made every effort to insure that you will enjoy your purchase for as long as you own it. The manufacturers, a small family owned business, developed this unique mattress system. They take great pride in their work and care about the people who will sleep on their mattresses.

**All mattresses are guaranteed to be free of material or craft defect.**

If a product is found to be defective within 30 days from the day the items are shipped to the customer, Holy Lamb Organics will reimburse the customer for the entire cost of the goods as well as the cost of shipping. Validity of claims will be at the sole discretion of Holy Lamb Organics. A copy of the original sales receipt must accompany the item and Holy Lamb Organics must be notified prior to returning the goods. An example of valid warranty claim would include weak/damaged seams or flaws in the fabric that could reduce the longevity of the item. Improper use or care can invalidate this warranty.

## Returns

Mattresses are not returnable. If you are concerned that the wool mattress may not work for you, please consider ordering a sample of the All Wool Mattress to test it out.

Used materials are *never* incorporated in the mattresses, thus we cannot accept returns on used merchandise. Federal law also prohibits the resale of used bedding.

## Here are some things to consider with the purchase of a hand-made natural fiber mattress:

- All natural fiber bedding will compress with use. This natural compression will happen more evenly if one makes an effort to sleep on different parts of the bed as well as rotate the item for the first 3 to 6 months of use.
- When you initially open your new wool bedding, you may notice a scent/odor. This is the build-up of natural lanolin oils inside the packaging. The natural scent will quickly dissipate especially with a little sun and air. If you are concerned about sensitivities to odors you may request samples of the raw materials.
- Our mattresses are unique and require a frame with certain specifications. If you choose to purchase a frame from another company, be aware that it may not be the ideal frame for our mattress.
- Hand made mattresses and bedding can vary slightly in dimensions. When we create the bedding item, it must be within 1" of the standard bed dimension. Often, our wool bedding items will lose some length and width during shipping due to tight packaging. Do not be alarmed, these items will quickly regain their length and width. As the items compress with us they often gain one or two inches in length and width.
- Proper care is essential for the longevity and comfort of our mattress. Care instructions are provided with all of our bedding and we urge anyone with questions about care to call us at any time. Improper care or use of your wool bedding may invalidate this warranty.
- Our mattress is generally paired with another, softer bedding layer. A wool topper is usually necessary for most people to sleep comfortably. As a mattress ages and compresses, some customers choose to add an additional layer as well. Adding latex to the wood slats is also an excellent way to create a softer mattress.
- We cannot except returns on used merchandise, custom orders, or any mattresses. If you believe that your item is defective, please contact our office. If we find that the item is defective, we will accept the return and pay all involved costs. Please ask questions and carefully consider your mattress purchase.

The above qualities are normal occurrences and in no way reflect a manufacturing defect or a compromise of the warranty. If you are concerned about any part of this policy, we welcome you to call our office to discuss your questions.