



Warranty

Purchasing CorLiving products gives you the benefit in working with a North American based company who is proud to support their diverse product line.

Customer satisfaction is our first priority, and we want you to be completely satisfied with your purchase. If you experience any issue with your product, our Customer Service team is here for you. We are dedicated to ensure you have the best experience possible with your CorLiving product. Our convenient online and telephone support options give you the ability to reach us with any comment or concern about your purchase.

Please ensure that you have read the assembly manual carefully and have your product model number and serial number handy before contacting us for support.

- If you have defective parts or are missing parts, please fill out and submit our [Parts Request form](#).
- If you have any assembly questions or have other questions about a product you already purchased, please [Send Us A Message](#).

FURNITURE WARRANTY

CorLiving warrants its products against manufacture defects and workmanship for a period of 180 days (excluding mattresses and electronics). All parts are warranted from the original date of purchase. Warranties do not cover items used in or for commercial, institution, contract, rental or used for any other non-residential purpose. Warranty is only valid with proper proof of purchase from authorized seller. CorLiving may require photos and/or other documentation to assist in warranty claims. Warranty does not cover any misuse, abuse beyond intended use, above normal wear and tear, damage from weather, moisture damage, color fading from sun, otherwise or indifference from original marketing material or images. All glass and removable shelves are not covered under standard warranty. Warranty is honored at the sole discretion of CorLiving. Warranty does not cover floor samples, AS-IS, or Final Sale products. Customer is responsible for all packaging and shipping of goods to and or from service centers. CorLiving is not responsible for any damage occurred to items due to shipping and handling. Warranty does not reset when exchanged for another item or replaced under warranty. Warranty is non-transferable. If item purchased is no longer available, CorLiving reserves the right to replace item with a similar product.

For any warranty claims including missing or defective parts, please fill out and submit our [Parts Request form](#) or submit your information and product details to support@corliving.com.

MATTRESS WARRANTY

Select* mattresses now come with our **100 Night Sleep Guarantee!**



We are confident that you are going to love your new CorLiving mattress. But in the off-chance that you don't, we ask you to sleep on it... for minimum 60 days. If after 60 days (but up to a maximum of 100 days), you don't think it's one of the best mattresses you've ever slept on, you can return your mattress, or we will arrange to take the mattress away, free of charge to you if you purchased on CorLiving.com. No questions. No hassle. We will pay for shipping the mattress return to us - no need to keep original packaging. Your mattress will be economically recycled or donated to a local charity in need!

All CorLiving mattresses come with a Manufacturer's 10 Year Limited Prorated Warranty (prorated to 10% per year against the full retail price, starting at 10% after the 100 night trial period).

Limited Warranty covers the following as normal wear and use:

- Degradation, which causes the mattress to have indentation up to 30mm (1.25"), but not due to an improper foundation (normal degradation allowance of 30mm is considered proper function)
- Any increase in softness of the foam after long-term use

Limited Warranty does *NOT* cover:

- Consumer firmness or comfort preference
- Fabric or covers
- Normal changes in softness or recovery time of memory foam, due to normal use, temperature, or humidity
- Any stains, burns, smoke odors, tears, cuts, or liquid/moisture damage, any damage from environment such as rain, sun
- Any items sold "as is" or "final sale" or pre-used in any form

Limited warranty time does not reset for replacement mattress. Any warranty claim is only applicable within the country of original delivery. Warranty is not transferable. Items

sold “as-is”, “distressed” or “floor model/sample” are not covered under warranty. Any shipping charges you paid from original shipment is not included as part of your Limited Warranty and is non-refundable. Limited warranty is valid for mattress purchased from CorLiving.com only.

14" mattresses ONLY are covered under our 100 Night Sleep Guarantee. Models: SGH-919-Q and SGH-919-K

ELECTRONICS WARRANTY

All electronic equipment, remotes or any item which requires power, whether AC/DC, battery or solar powered have a 90-day warranty. All other warranty details of “furniture warranty” apply. Warranty on all electronic items are for items that “plug in” or run on “batteries” only.

For warranty claims, customer requires a Return Authorization Number: your first and last initials and the date of the call, (ex. JS01282018). Customer is responsible for return shipping & handling costs: item must be packaged properly as we will not be held responsible for damage to product in-transit back to our warehouse locations. We will inspect, repair and or replace item and ship prepaid to customer. If the item cannot be repaired or replaced, further authorization is required. Customer is responsible for shipping to us, we will pay the shipping of the item returned to you.

DEFECTIVE OR MISSING PARTS

If you have a defective part or are missing parts, for fastest service, please fill out and submit our [Parts Request form](#) or submit your information and product details to support@corliving.com.