

# **Customer Guide & Warranty**

## **Getting to Know Your Mattress...**

Dear Customer,

Thank you for purchasing a **de Courcy & Company** mattress! We are pleased to introduce you to our family of quality mattresses specially designed with care and quality. Whether you have just chosen an **Invigo™** mattress or selected one from the **HG Linen™** or **Hevea Grove™ Collections**, we want you to be very happy with your purchase. We are available to help you with any questions or concerns you may have about your product.

**Contact us directly at 404-559-9916 or by email:  
[info@decourcyco.com](mailto:info@decourcyco.com).**

Our main recommendation is to take good care of your product now and it will take care of you for many years! You will find three sections in this booklet:

- I. Care and Maintenance Tips
- II. Information on Choosing a Foundation
- III. Warranty Information

*Booklet: Welcome to Invigo™ (when applicable)*

**The first thing you should do** after purchasing your mattress, is to find a safe place for your original store receipt. Your mattress should also have a Law Label attached; the information from this label will be required for any warranty inquiries, so if you remove it, just be sure not to throw it away!

Please also remember that like all new products, especially those that are made with natural materials, your mattress may tend to have a specific smell at first. This “new” smell is not harmful and should dissipate quickly.

## SECTION I:

# Care & Maintenance Tips

Our belief: The relationship with your mattress is an important one and one that should last a long time. Like any relationship, the better you take care of it, the more satisfying it will be and the longer it will last.

We recommend that you use a quality mattress pad to protect your mattress from spills and stains.

Your mattress has one sleeping surface. This means that you will never have to flip your mattress. Indentations can be a normal occurrence in the cover of your mattress. These indentations are indications that the upholstery layers are conforming to your body. To help resolve these indentations, you should rotate your mattress head-to-foot every 4 - 6 months.

Like humans, mattresses like fresh air! So, every week or when possible, take the sheets and any mattress pad/protector off and let your mattress breathe for at least an hour.

Spills! Spills can happen and for best results, they should be taken care of quickly by blotting (do not rub) and using medium-warm water. If necessary, use a small amount of mild soap.

We appreciate hearing from our customers! If you have any comments about caring for your mattress, please let us know! You can also connect with us on FaceBook & Twitter via our website: [www.decourcyco.com](http://www.decourcyco.com).

## SECTION II:

# Which Foundation Should I Use?

**HG Linen™**, **Hevea Grove™** and **Invigo™** mattresses are not sold in sets, they are not sold with foundations or box-springs. You may purchase them separately if you wish. It is your choice so you can decide what is best for you!

We suggest the following guidelines to help you select the most appropriate support for your new mattress. The correct support for your mattress is important to provide you with the maximum benefits of your new mattress and prolong its functionality.

**It is important to remember that the foundation / support type you use can change the way your new mattress feels.** A solid base will make it feel firm and a more flexible base will make it feel more plush.

Hevea Grove and Invigo Mattresses are well-suited to be used with the following:

- **Platform Bed** with good quality wooden slats. The slats need to be set in place for best comfort. **For a Full size mattress or larger, a rigid center support is required.** A solid wood plank platform will also work well.
- **Adjustable Bed Systems:** A good quality adjustable bed system is another option. We suggest Invigo mattresses, HG Linen 10, the Hevea Grove Comfort Cotton, or the Hevea Grove Luxury Linen for use with adjustable beds.
- **Conventional Box Springs:** The box spring must be of good quality and have a limited amount of flexibility. We suggest that it has a clean and straight top surface. Check the box spring before use for any unusual sagging. Sagging of box spring units is indicative of lesser quality units or those that need to be replaced. **If the box spring uses a metal frame, the metal frames for Queen and King size mattresses must have rigid center supports with at least 5 or 6 legs.**

***Some common sense to remember:***

**The firmer the base, the firmer your mattress will feel  
The more flexible the base, the softer your mattress will feel**

### SECTION III: WARRANTY INFORMATION

## 20-Year Limited Warranty

### The Basics

de Courcy & Company warrants to the original purchaser that this mattress will be free from defects in workmanship and materials for a period of **20 years**.

- **First ten (10) years:** Full replacement or repair for defects and includes shipping (if necessary) to the retailer.
- **Eleventh (11th) to Twentieth (20th) Year:** Pro-rated Warranty

*Some exclusions do apply!*

Please see **Additional Warranty Details**, pages 5-7

For Warranty purposes, **defects** are defined as:

- A mattress core exhibiting separation of the laminated components.
- An area of compression in excess of or greater than 3/4 inches when compared to the edge heights while the mattress is placed on a solid flat surface.

Under this warranty, a mattress will be repaired or replaced at our option.

de Courcy & Company mattresses are sold as mattresses only. The warranty is not affected by your choice of foundation or your use of an existing foundation. (See **Section II, "Which Foundation Should I Use?"** on **page 2**) However, please note, an improper foundation will void the warranty (See **"Exclusions"** on **Page 6**).

**A special note on Latex:** Latex is a natural product and like all natural products, there will be some minor imperfections and slight variances in the materials. These minor imperfections and variances are not considered defects, will not at all affect the performance or longevity of the product and they are not to be covered under this warranty.

## **Additional Warranty Details**

The warranty is a 20-Year Limited Warranty offered to the original purchaser of a de Courcy & Company mattress. This warranty is in effect for the 20 years from the date of purchase and is not transferable. Coverage terminates if the original purchaser sells or otherwise transfers the product. If you feel that there is a problem with your mattress that is covered by this Warranty, please contact the retailer from whom you originally purchased your mattress. If your retailer is no longer in business, or you have other concerns, please contact us directly for assistance.

### **What we will do:**

**During the first ten (10) years following your purchase:** Should a warranted defect occur within the first ten (10) years of purchase, we will repair or replace, at our option and without charge, the defective mattress. **de Courcy & Company** reserves the right to substitute comparable materials or models at their discretion and does not guarantee that the replacement will match the original product. You are responsible for any and all freight or delivery charges required in either returning the defective mattress to the retailer (if required) and/or accepting the new mattress from the retailer.

**During the Eleventh (11th) through Twentieth (20th) years following your purchase:** If a warranted defect occurs in the eleventh (11th) through twentieth (20th) year following purchase, we will repair or replace within a reasonable time and at our option, the defective mattress. You will be responsible for all related charges not to exceed the current mattress price minus a credit for the remaining pro-rated value of the mattress (10% of the current mattress price for each year remaining on the 20-year limited warranty). If the warranted mattress is no longer available, we will choose a comparable mattress and the same pro-rated terms will apply.

## **Exclusions:**

- Merchandise sold “as-is”, “distressed”, “salvaged”, or as a “floor model/sample.”
- Merchandise without original white law labels and model label.
- Firmness or comfort preferences or changes; including natural decrease in the recovery of the latex foam and normal increase in firmness of latex foam material.
- Bed height or weight preferences or changes.
- Burns, cuts, tears, damages, stains, soils, being kept in an unsanitary or inappropriate conditions or otherwise abused. Warranty further excludes damages resulting from improper care or negligence (See **Section I: “Care & Maintenance Tips”** on **page 2** ).
- Normal body impressions or indentations of 1.5" or less
- Cover color fading or discoloring.
- Incidental damages such as loss of time, loss of use, rental charges, transportation, inspection, or removal costs of product.
- Consequential damages including, but not restricted to damage to persons or property other than the product itself.
- The mattress cover, zipper, and any impressions that are found to be related to sagging or structural defects of the foundation or platform where support requirements were not met (See **Section II, “Which Foundation Should I Use?”** on **page 2**).
- Damages as a result of use with a damaged, stained, soiled, sagging, unsanitary or otherwise unsuitable support whether a foundation, slats, frame, or box spring (See **Section II, “Which Foundation Should I Use?”** on **page 2**)

The duration of any applicable expressed or implied warranties, including but not limited to, implied warranties of merchantability and fitness, shall not exceed the term of this warranty. Some states do not allow certain limitations or exclusions. In no event shall de Courcy & Company, LLC, the manufacturer, vendor, distributor or retail store from which the product was purchased be liable for any incidental or consequential damages, whether arising from use, warranty, contract, negligence, or strict liability. No expressed or implied warranties are extended to persons who purchase the product from anyone other than de Courcy & Company or its authorized dealers / representatives, and any / all warranties to such persons, including the implied warranties of merchantability and fitness, are hereby excluded.

**For questions about your warranty  
or  
to obtain warranty service,  
please contact us:**

**Phone: 404-559-9916**

**Email: [info@decourcyco.com](mailto:info@decourcyco.com).**

**Thank you for your purchase!**



**If you have any questions or concerns, contact us:**

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**College Park, GA 30337**

**404-559-9916**

**404-559-9642 (fax)**

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Our family of fine latex mattresses:



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**FaceBook** pages and **Twitter** feeds!

Link directly from our website

**[www.decourcyco.com](http://www.decourcyco.com)**

