Welcome!

Thank you for purchasing our DORMEO® mattress. You’ve made an important step in improving the quality of your sleep and well-being.

You are going to love your DORMEO mattress! We believe we’ve created the world’s most comfortable mattress without compromising quality, support, or the environment.

Our years of research have resulted in a new technology with all the best qualities of memory foam and metal springs, and none of their drawbacks. You will enjoy more comfort, fall asleep faster, spend more time in deep REM sleep and wake up feeling refreshed.

That’s the DORMEO difference—the next generation of mattress.

Jon Stowe
Chief Executive Officer
DORMEO, North America

Use and Care

Let your mattress breathe
After your mattress has been delivered please leave the bed uncovered for a few hours to allow it to breathe and acclimate to your home environment. Your DORMEO® mattress, with its open air mesh sides, has excellent ventilation and you’ll enjoy that “clean sheets” feeling night after night.

Use our DORMEO Foundation
If you didn’t purchase our Foundation, Bed Divan or Adjustable Base with your mattress, please make sure you use a foundation or base that fulfills the requirements stated in this Warranty.

Protect your new mattress
We recommend you buy a washable mattress protector to protect your bed from accidental spills.

DORMEO mattress covers can be spot-cleaned or dry-cleaned. If fluids do soak through, use a dry towel to remove excess moisture and a damp cloth to wipe away any stains, then leave the mattress to air dry.

If you have any questions, please contact our Customer Service Department at 1-800-896-2802 or customer.info@dormeona.com.
Dormeo North America (DORMEO) provides a ten (10) year express limited warranty for its DORMEO® mattresses (the ‘Warranty Period’) which commences ninety (90) days after the original date of delivery. In our sole discretion and option during the Warranty Period, we will repair or replace the original purchaser’s DORMEO mattress if it is defective due to faulty workmanship or materials, subject to the limitations described in this warranty. An original proof of purchase receipt or online warranty registration is required for any and all warranty claims.

At our option, we will replace or repair defective workmanship or materials at no cost, other than all one-way shipping or online warranty registration is required for any and all warranty claims. DORMEO North America (“DORMEO”) provides a ten (10) year express limited warranty for its DORMEO® mattresses (the Warranty Period) which commences ninety (90) days after the original date of delivery. In our sole discretion and option during the Warranty Period, we will repair or replace the original purchaser’s DORMEO mattress if it is defective due to faulty workmanship or materials, subject to the limitations described in this warranty. An original proof of purchase receipt or online warranty registration is required for any and all warranty claims.

As of the date of purchase, DORMEO warrants to the original purchaser, and to the person or entity to whom this mattress is transferred (by the original purchaser, in its sole discretion), this mattress (hereinafter the “Product”) to be free of defects in material or workmanship. DORMEO will replace or repair a cover at our option within the one year period at no cost to the original purchaser, excluding return shipping costs. The Warranty Period will not be renewed or extended at the one year period at no cost to the original purchaser, excluding return shipping costs. The warranty claims must be submitted in writing to DORMEO describing the nature of the alleged defect, and, in addition, must be determined, in DORMEO’s reasonable discretion, to be inadequate.

The Warranty Does Not Apply To:

• The original purchaser cannot provide an original proof of purchase receipt, or has not properly registered the warranty online.
• The mattress has not been properly packaged resulting in damage during return shipping.
• The product has been subjected to misuse, carelessness treatment, or physical abuse, as determined in our sole discretion.
• Staining or issues relating to the mattress being used or stored in an unsuitable or unsanitary condition, or issues arising from the failure to use a washable mattress protector.
• Use of an improper or unsupportive foundation (or other misuse), it may be covered by the warranty. However, mattress dimensions (length and width) have a ±2% tolerance due to elastic components. This tolerance is considered normal and does not constitute a defective mattress and is not subject to a warranty claim, whether after short- or long-term use of the mattress.

In the event of an authorized product repair or replacement, the Warranty Period will not be renewed or extended following the repair or replacement. In short, a repaired or replaced mattress does not reset or in any way alter the Warranty Period duration in connection to subsequent warranty claims, if any.

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If the original mattress model is not available at the time of repair or replacement, DORMEO reserves the right to offer an alternative model of equal quality or value, in its sole discretion.

We rely on our customers to report any suspected defects in materials or workmanship. Additional Information: If the original mattress model is not available at the time of repair or replacement, DORMEO reserves the right to offer an alternative model of equal quality or value, in its sole discretion.