

Congratulations On Your Purchase

Congratulations on your purchase of a NexGel™ sleep system. Your sleep system will provide you with many years of therapeutic rest and comfort.

Please follow the care instructions in this booklet to ensure that you and your new sleep system are happy together for a very long time.

Sleep System Maintenance

We recommend that you regularly rotate your sleep system to ensure even wear and the longest possible use. During the first six months, rotate your sleep system head-to-foot each month, then rotate it every six months thereafter. Scheduling it every daylight savings time change makes it easy to remember.

Do NOT flip your NexGel™ sleep system – the OrthoGel™ is only on the top side.

Attach your purchase invoice here for easy future reference.

Seize the Day



Tell us your story at www.nexgel.com

Seize the Day

NexGel™

Please register your product at www.nexgel.com

Warranty
NexGel™

Seize the Day



20 year Warranty

This is a 20-year limited warranty (10 years full, then prorated in years 11-20) by NexGel. NexGel warrants that your NexGel™ mattress will be replaced or repaired (not refunded) should it be found to be defective because of poor workmanship or structural defects. The limited warranty covers any normal use issues that cause the mattress to have a visible and measurable indentation greater than 1 ½" from the bottom of the surrounding quilt seams, not associated with a sag in the underlying foundation or frame (i.e. when laid on a flat floor). The choice between repair or replacement will be made by NexGel.

There will be no charge to you if the defects occur and the warranty claim is made during the first 10 years. In years 11-20 after purchase, you will be charged a percentage of the then-current full retail price (if that model is no longer sold, a percentage of the full retail price of the mattress which is closest in design to your mattress). The percentage is 55% in the eleventh year plus five percent for each year thereafter (60% in the 12th year, 65% in the 13th year, etc.). This is the maximum to be paid by you; if the actual repair cost is less, you will pay only the actual cost of repair.

Your NexGel™ mattress has been designed to work with a firm, completely flat, non-spring foundation or platform, and any other use will void all NexGel warranties. You may be required to provide proof as to the quality of the foundation.

The cover is warranted to be free of workmanship defects at the time you take possession of it. There is no ongoing warranty on the cover, because defects after taking possession are considered normal wear and tear. This limited warranty does not include a normal softening of the OrthoGel™ or its underlying layers which does not substantially affect the pressure relieving, supporting, or aligning properties of the mattress.

All warranties contained herein shall be void if the mattress or cover has been abused, damaged, burned, cut, torn, stained, made wet, or contains

odors (including from tobacco or other smoke), or is in any other way used or stored in a manner other than standard use, which means use in a bedroom, horizontal, at room temperature. We recommend always keeping a breathable, liquid-proof protective cover on your bed.

This warranty is valid only to the original purchaser of the product. If the original purchaser should transfer the product, the subsequent purchaser takes the product "as is" and "with all faults". To make any warranty claim you must have registered the product within 30 days of purchase and must provide proof of purchase, including original receipt. Registration can be done on the internet at:

<http://www.nexgel.com/customer-care/warranty>.

All transportation and/or shipping costs to and from NexGel or its designated warranty center are the responsibility of the purchase and are not included in any prorated charges.

As with any new bed, your body may take some time to adjust to the alignment, pressure relief, and support of your new mattress. Most people love OrthoGel™ the first night, others take some time to get used to it. Sometimes your new bed may feel slightly firmer than the beds you tried in the store because quality materials need to be "broken-in" or softened. Sleep in different areas of your new bed to soften it up evenly. Uneven softening is not covered under the warranty.

To keep your warranty in place, you must rotate your mattress head to toe monthly for the first six months and then again once every six months thereafter. Do not flip your NexGel™ mattress over; use only gel-side up. Do not use tight sheets or tight mattress protectors as this will negate the therapy and comfortable feel that OrthoGel™ offers.

Thank you for your purchase!