

# Roost



## THANK YOU AND CONGRATULATIONS ON YOUR PURCHASE!

A better night's sleep is just hours away! At Roost, we're dedicated to making great products to help you get a better night's rest. Our goal is to provide the highest product quality and durability, assuring you of the most comfortable, restful and healthy night's sleep. Every Roost mattress has been sleep engineered for maximum comfort and support. Every mattress we manufacture is made using the finest materials available. Our exceptional workmanship, tailoring and finishing techniques provide high quality for a better value, because we value you and the quality of your sleep.

Questions about your new mattress? Please contact our Consumer Care Center at [consumercare@roosthome.com](mailto:consumercare@roosthome.com) or give us a call.



Use a ware  
and stain-  
resistant  
Mattress  
protector



Rotate every  
6 months  
so head area  
becomes  
foot



DO NOT  
stand or  
jump  
on mattress.



Avoid spilling  
liquids or  
solvents on  
mattress.

## PLEASE READ & FOLLOW UNPACK INSTRUCTIONS BEFORE YOU UNPACK YOUR MATTRESS



Open package, remove  
mattress from box and place  
on supportive, well-ventilated  
foundation or all-in-one  
foundation frame

(2 people recommended)



Carefully cut away plastic. Do not  
cut the fabric and be very careful  
opening it. Unroll & unfold the  
mattress

(discard packaging material -  
keep away from children)



Allow mattress to fully regain its  
size

(may take 24 - 72 hours)

### PLEASE NOTE

Your new mattress was compressed for shipping. It should be opened as soon as possible upon receipt. Prolonged compression may cause permanent damage and the mattress may not recover properly.

### FRESH FOAM SCENT

You may notice a new foam scent when you first open your mattress. This scent is harmless and will dissipate. To help this process, increase ventilation in the room (open windows), roll on your mattress to eliminate tiny air pockets and / or spray your mattress with a fabric freshener. Do not cover the mattress with linens until completely dry.

# ROOST (10) YEAR LIMITED WARRANTY

Thank you for choosing a Roost mattress. This limited warranty provides protection against defects in materials and workmanship for 10 years from the purchase date. Below are the full terms of this warranty.

## A. Warranty Coverage

This warranty applies exclusively to Roost mattresses purchased directly from Roost or an authorized Roost retailer within the United States or Canada. It covers:

- Visible indentations greater than 1.5 inches, provided they are not caused by an unsupported or improper foundation.
- Physical flaws in the foam that cause splitting or cracking under normal usage.
- Manufacturing defects in the assembly of the mattress cover (e.g., zipper issues)

Roost mattresses must be used on a solid, supportive foundation or adjustable bed base designed to support both the mattress and users. Using the mattress on an inadequate base voids this warranty.

## B. Who This Warranty Extends To

This warranty applies solely to the original purchaser and is non-transferable. Proof of purchase is required to validate coverage. If ownership of the mattress is transferred, the warranty ends, and the new owner accepts the mattress “as is.”

## C. What This Warranty Does Not Cover

This warranty does not cover:

- Normal increases in foam softness or changes in comfort over time.
- Personal comfort preferences.
- Physical abuse or damage, including burns, cuts, stains, or liquid damage.
- Mattresses sold as “as-is,” “pre-owned,” or “clearance” items.
- Mattresses not used on a supportive foundation.

## D. Roost’s Responsibilities

In the event of a qualifying defect, Roost will, at its discretion, repair or replace the defective mattress component. Any replacement or repair does not extend the original warranty period. During years 1–10, Roost will cover all repair/replacement costs, including shipping. For years 10. Customers may be responsible for a shipping fee each way, waived if a defect is confirmed by Roost.

## E. Your Responsibilities

To benefit from this warranty, you must provide proof of the original purchase and, if needed, return the defective mattress or cover. Photos of the defect may also be requested. For any questions, please contact Roost Customer Service at 855-612-9100.

## F. Warranty Limitations, Disclaimers, and Limitation of Liability

This warranty grants specific legal rights, and you may have other rights that vary by state or jurisdiction.

To the extent permitted by law, this warranty and the remedies set forth are exclusive and replace all other warranties, remedies, and conditions, whether oral, written, statutory, express, or implied. This includes, without limitation, implied warranties of merchantability, fitness for a particular purpose, and any warranties against hidden or latent defects. In states where such warranties cannot be excluded or limited, Roost limits the duration of these warranties to the shorter of either (A) the duration of this written warranty or (B) the maximum period allowed by applicable law. Roost’s

liability under this warranty is limited to repair or replacement, as described herein. To the fullest extent permitted by applicable law, Roost and its suppliers are not liable for any indirect, incidental, consequential, or special damages arising from the use of this mattress, whether under contract, tort (including negligence), indemnity, product liability, or any other theory. This limitation applies even if Roost has been advised of such damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so these limitations may not apply. Roost’s total liability shall not exceed the purchase price of the mattress giving rise to such liability.

## G. Arbitration Clause

In the event of a dispute arising from this warranty, the purchase, or use of a Roost mattress, such dispute will be resolved by binding arbitration, conducted in accordance with the Commercial Arbitration Rules of the American Arbitration Association (AAA). More information on AAA is available at [www.adr.org](http://www.adr.org). Arbitration will occur in Florida or another mutually agreed location.

Arbitration Process:

1. Selection of Arbitrators – Each party will select one arbitrator. The two arbitrators will jointly select a third arbitrator, who will chair the arbitration. If the parties cannot agree on the third arbitrator, the AAA will appoint one.

2. Timing – Arbitrators will issue a decision within 120 days from the selection of the third arbitrator, barring extraordinary circumstances. This time may be extended by 30 days if necessary.

3. Confidentiality – All arbitration proceedings are confidential, with records permanently sealed except for court confirmation of the arbitration award. Both you and Roost agree to bring any claims individually, waiving rights to participate in class actions or representative actions. Arbitration is the sole method to resolve disputes under this warranty, and no claims may be combined with other proceedings or claims. Magnuson-Moss Warranty Act – Arbitration must be sought before pursuing remedies under Title I of the Magnuson-Moss Warranty Act. However, if you pursue rights not created by this Act, arbitration is not required by its terms.

Governing Law

This limited warranty is governed by the laws of the state of Florida.

## WARRANTOR:

Decoro Home, LLC  
Roost Mattress  
4440 PGA Blvd  
Suite 600  
Palm Beach Gardens, Florida 33410

## HOW DO YOU GET SERVICE

If you are considering placing a warranty service claim, please contact Decoro Home: 855-612-9100 or e-mail us at [consumercare@roostsleep.com](mailto:consumercare@roostsleep.com). A clear copy of the original sales receipt or your packing slip (if a .com purchase) must be submitted for proof of purchase date as well as copies of all tags (sewn into your mattress). We recommend leaving these tags intact on your mattress. You must provide transportation or accept freight charges to and from the nearest USA facility for inspection of the warranted product (if requested) or to return the product for either repair or replacement. At our discretion, we may request you to provide photos (digital or standard) of the claimed defect prior to its return for inspection (if requested). Roost will not refund your purchase price. Please contact the retailer for their refund policy.