

Kolcraft Crib Mattress & Crib Mattress Pad Limited Warranty

KOLCRAFT CRIB MATTRESS & CRIB MATTRESS PAD LIMITED WARRANTY

Thank you for purchasing a Kolcraft designed crib mattress including Kolcraft, Sealy, Stearns & Foster and applicable private label crib and toddler bed mattresses and crib mattress pads.

Section 1: Warranty Coverage

What is my warranty for crib mattresses and crib mattress pads?

Kolcraft Enterprises, Inc. warrants crib mattresses and crib mattress pads to be free of defects in materials and workmanship from the date of purchase from an authorized retailer or distributor. Crib mattress warranty periods are stated on each mattress label attached to the product or are located at the point of purchase. Please check the label or point of purchase display for published warranty period offered on your model. A crib mattress will have at least a one year warranty and will increase in years depending on the model you purchase. All crib mattress pads made by or for Kolcraft Enterprises have a 60 day warranty.

What will Kolcraft do?

Kolcraft will repair or replace, at its option, the defective product. If you have a problem with or are not satisfied with your product, please contact the Customer Service Department at Kolcraft. Repair or replacement as provided under this warranty is the exclusive remedy of the consumer. Kolcraft shall not be liable for any incidental or consequential damages for breach of any express or implied warranty on this product, except to the extent this exclusion is prohibited by applicable law. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Any implied warranty of merchantability or fitness for a particular purpose on this product is limited in duration to the duration of this warranty.

What does the crib mattress and crib mattress pad warranty cover?

The warranty covers defects in workmanship and materials for the period stated on the crib mattress label or at the point of purchase, beginning from the date of purchase from an authorized retailer or distributor. Crib mattress pads offer a 60 day warranty from the date of purchase. You must be the original owner of the crib mattress or crib mattress pad and must properly use, care for and store the product as indicated in Section 2 below.

The mattress label and law tag should not be removed from the product or the warranty may be considered void. These labels contain key identifying information required to track your mattress. Information and/or photographs of the crib mattress or crib mattress pad may be requested to verify correct model and condition, or Kolcraft may request the product be returned for review.

What is not covered by the crib mattress and crib mattress pad warranty?

Normal wear and tear may occur on the crib mattress when used over the years. If the crib mattress is determined to have been used or stored in an unsanitary or unsafe condition or misused for purposes other than intended for infants and toddlers, the crib mattress warranty will be void. Products purchased through an unauthorized retailer, distributor or second-hand do not qualify for the warranty.

What if I am a customer located outside of the U.S.?

Crib mattress and crib mattress pad warranties are only valid for the country in which they are purchased. Kolcraft may not ship replacement products to countries where such products do not comply with local regulations, even in the event that the original product was purchased in the U.S. Replacement products that do comply with local regulations may incur a shipping fee and are subject to customs, taxes and duties of the country in which the product is being shipped to. If the product was sold through an authorized distributor, Kolcraft will provide appropriate distributor information and replacements may only be offered through your local distributor.

How do I contact Kolcraft for warranty service?

To obtain warranty service, please contact Kolcraft's Customer Service Department. If the product is returned to Kolcraft's Customer Service Department for repair or replacement, it must be shipped prepaid and adequately insured.

Please direct any comments, questions or requests to: Kolcraft Enterprises, Inc. Customer Service Department, 1100 West Monroe Street, Chicago, IL 60607, 1-800-453-7673 in the U.S. and Canada, 1-312-361-6315 outside the U.S. and Canada, Monday-Thursday 8 a.m.- 5 p.m. and Friday 8 a.m. – 3 p.m. Central Standard Time. [Click here to contact customer service.](#)

Section 2: Proper Usage, Care and Storage

Proper Crib Mattress and Crib Mattress Pad Usage

Your crib mattress should be properly used as intended for infants and toddlers ranging from 0 to 4 years old and up to 60 pounds/27 kilograms. The crib mattress should only be used inside USA standard size cribs and toddler bed frames that conform to current Federal or ASTM standards. Usage inside cribs or toddler beds that do not meet Federal or ASTM crib standards--or in any way interfere with the proper use of the crib mattress--must be avoided. For single stage mattresses, it is recommended that you turn the crib mattress over from time to time to help maintain even weight distribution. Some crib mattresses are designed with two stages of firmness for infants and toddlers. The proper side should be used as marked on the label, approximately 0-24 months for the infant side and 24+ months for the toddler side. Crib mattress pads should only be used on crib mattresses that are designed to fit inside USA standard size cribs.

Proper Crib Mattress and Crib Mattress Pad Care

Laminate crib mattress covers may be cleaned with a damp cloth and a soft, non-abrasive soap, such as a mild detergent or gentle cleaner. Fabric covers may be spot cleaned with a mild detergent and water. Wipe away any excessive liquids along the surface and seams and allow it to dry before replacing your crib sheet or using the crib mattress. Wash and dry crib mattress pads according to the care tag sewn into the pad, and as indicated on the packaging. Failure to follow appropriate care instructions will void warranties.

Proper Crib Mattress and Crib Mattress Pad Storage

Crib mattresses and crib mattress pads should be stored flat in a protected and dry environment where moisture, leaks and wetness will not damage the products. Items should not be stored on top of or pressed against a crib mattress. A crib mattress should not be placed in a manner that will cause bending, folding or damage to the core, cushioning or cover. The storage area should be protected against insects, animals, chemicals or excessive heating and cooling environments. To help prevent soiling or dust settlement while in storage, place the crib mattress inside a bag for protection. Wipe down and air dry before next use.