


[Orders](#)
[Account Login / Create](#)
[Customer service -](#)
[Shipping & Delivery](#)
[Product Registration](#)
[Warranties](#)
[Return Policy](#)
[FAQs](#)
[Contact Us](#)

Warranties

[Have a question about delivery? \(888\) 811-5053](#)

Warranty Information

We believe in the quality of our products and we build them to last for years. Still, we realize that sometimes things go wrong. To protect you against defects, we include a limited warranty with most of our products. You can read the full text of your warranty using the links below.

Purchase Documents

We encourage you to keep your proof of purchase documents in a safe place to support the warranty you received with your new product.

What You'll Need to File a Warranty Claim

1. Purchase Receipt (copy)

Required unless purchased direct from Tempur-Pedic and registered with us.

2. Bed Frame and Foundation Information

Are you using a metal frame, wooden side-rail bed, power base or platform base

3. Registry Number and Manufacturing Date

Located on the mattress law tag, underneath the zip cover on the mattress

4. Choice of Retired Model

If your current mattress is a retired model, we will provide you with an option most comparable in "feel" or the option to upgrade to the model of your choice for an additional fee.

When You're Ready to File

Once you have collected this required information, please file online or call us at 1-800-821-6621 to start the claim process. During the call, you'll be instructed where to e-mail a copy of your receipt and photo of the warranty defect. For your warranty to be valid, your purchase must be from either an authorized Tempur-Pedic dealer or direct from Tempur-Pedic.

Current Products (as of March 1, 2014)

Mattresses and Flat Foundations: [10 Year Full Replacement Limited Warranty](#)
 EASE® Power Base: [25 Year Limited Warranty](#)
 TEMPUR-Ergo, Premier and TEMPUR Ergo Grand: [5 Year Parts & Labor, Lifetime Frame Warranty](#)
 TEMPUR ERGO Plus: [25 Year Limited Warranty](#)
 Ease by Sealy Power Base: [15 Year Prorated Warranty](#)
 NEW! TEMPUR-Ergo Power Base: [25 Year Limited Warranty](#)
 NEW! TEMPUR-Ergo Extend Power Base: [25 Year Limited Warranty](#)
 TEMPUR-Up Foundation: [15-Year Limited Warranty](#)
 Mattress Toppers: [25 Year Limited Warranty](#)
 Mattress Protectors: [10 Year Limited Warranty](#)
 Bedframe: [Lifetime Limited Warranty](#)
 Pillows and Cushions: [5 Year Limited Warranty](#)
 Bed Linens: [1 Year Limited Warranty](#)
 Accessories: [1 Year Limited Warranty](#)

Previous Products

Mattresses (prior to March 1, 2014): [See warranty](#)
 Flat Foundations (prior to March 1, 2014): [See warranty](#)
 TEMPUR-Ergo Grand (pre-2013): [See warranty](#)
 TEMPUR-Ergo Advanced: [See warranty](#)
 TEMPUR-Ergo Basic: [See warranty](#)
 Pillows and Cushions (pre 2014): [3 Year Limited Warranty](#) TEMPUR
 Mattresses up to September 2012: [See Warranty](#)

Purchase Documents

We encourage you to keep your proof of purchase documents in a safe place to support the warranty you received with your new product.

File a Claim

You can file a claim with Tempurpedic online

[File a Claim](#)
[Check a Claim Status](#)

Register a Product

You can register a product you purchased from Tempur-Pedic
☐ direct or from any retailer who carries our products.

[Register Now](#)