



Frequently Asked Questions

Here are answers to the most common questions we receive. If you still need to reach us, send your question via email to info@certipur.us and we'll respond very quickly.

Q: What does it mean when I see the CertiPUR-US® seal on a product?

A: It means the foam in the bedding or upholstered furniture has been tested to meet CertiPUR-US® rigorous standards for emissions, content, performance, and durability. Specifically, the foam is:

- Made without ozone depleters
- Made without PBDE flame retardants
- Made without mercury, lead and heavy metals
- Made without formaldehyde
- Made without phthalates regulated by the Consumer Product Safety Commission
- Low VOC (Volatile Organic Compound) emissions for indoor air quality (less than 0.5 parts per million)

Q: I saw the CertiPUR-US® seal on display in a store, but I do not see this brand listed on your website. How do I know if it really contains certified foam?

A: We keep the listings on our website updated weekly. If the company you are buying from is promoting its participation in the CertiPUR-US® program and it is not listed on our site, please send specific information to info@certipur.us and we will follow-up. It could be that the company is misusing our logo and its products do not contain certified foam—in which case we will take swift legal action. More likely, the company is legitimately using certified foam, but hasn't taken the time to take the necessary steps to be registered with the program. That process includes our verifying they are purchasing foam from one or more of the foam producers who are part of the CertiPUR-US® program. A list of those companies meeting our requirements can be found at www.certipur.us/listings.

Q: A company on the Internet says you certify their mattresses but I do not see the company listed on your website. Are their mattresses certified?

A: We do not certify mattresses, product lines, or companies. We only certify flexible polyurethane foam. Our certification is held by the manufacturer of the flexible polyurethane foam and use of our seal is conveyed to



their customers who verify that they use CertiPUR-US®-certified flexible polyurethane foam. Check to see if the company you are considering purchasing from is listed as a company that sells products containing CertiPUR-US® certified foam at www.certipur.us/listings.

Q: Whom do I contact about a problem with one of your mattresses?

A: We don't sell mattresses! The CertiPUR-US® program is a not-for-profit organization that focuses on certification of flexible polyurethane foam contained in bedding and upholstered furniture to assure low emissions and high performance, among other things. For information concerning a bedding or upholstered furniture product you have purchased or a warranty, we recommend you contact the manufacturer or retailer directly.

Q: You certify foam to be "low" in emissions. I see ads that say "no" emissions. Isn't it better to have "no" emissions and "no" off gassing?

A: Unless you are talking about very clean stainless steel, there are few things on this planet that do not "off gas" to some extent, including your own body! When you buy products that carry the CertiPUR-US® seal, you

can be confident that the flexible polyurethane foam inside has been rigorously tested by an accredited laboratory to meet specific criteria for content and indoor emissions. Certified foams are low VOC (Volatile Organic Compound) emissions for indoor quality (less than 0.5 parts per million). You can find the details in the complete [Technical Guidelines](#) available on our website.

Q: I am buying a mattress which contains CertiPUR-US® certified foam, but it was made outside the United States. Is it possible that it contains certified foam?

A: Yes. We currently have foam producers participating in the program and offering certified foams from the U.S., Canada, China, Mexico, and Italy. As long as the foam meets our rigorous certification and ongoing re-certification requirements, it can carry our certification.

Q: Do companies that certify foams have to re-certify, or is it a one-time certification process?

A: Foam producers must go through the complete certification procedure every six months for the first year and then annually thereafter to maintain the certification for each type of foam they want certified.

Q: If the foam is certified, does that mean it was made without flame retardants?

A: Certified foams are made without certain flame retardants (FRs), but only the manufacturer of the product can inform you whether the product is FR-free, since the CertiPUR-US® program prohibits only the FRs that are classified as possibly being carcinogenic, possibly causing genetic defects, or possibly causing harm to unborn children, by the European Union Risk Assessments, or are prohibited by other regulatory bodies in the U.S. or Europe. This list may change as science and research dictate, but currently we prohibit the use of the following FRs in certified foams:

- Pentabromodiphenyl ether
- Octabromodiphenyl ether
- Decabromodiphenyl ether
- Chlorinated phenols (PCP, TeCP)
- Dimethyl Methylphosphonate (DMMP)
- Nitrites

- Polybrominated Biphenyls (PBB)
- Polychlorinated Biphenyls (PCB)
- Polychlorinated Terphenyls (PCT)
- Tri-(2,3-dibromo-propyl)-phosphate (TRIS)
- Tris-(aziridiny)-phosphin oxide (TEPA)
- Tris-(2-chloroethyl)-phosphate (TCEP)
- Tris-(1,3-dichloro-2-propyl)-phosphate (TDCPP)

Q: I am allergic to latex and am having a reaction to a mattress which contains certified foam. Can it have latex in it?

A: The CertiPUR-US® program only certifies flexible polyurethane foam for bedding products and upholstered furniture. Latex foam is outside the scope of our certification. It is possible for a manufacturer to include a layer of latex in a mattress that contains certified polyurethane foam. In this case, as long as the flexible polyurethane foam is certified, the manufacturer would be allowed to use the CertiPUR-US® seal. You should contact the mattress manufacturer to ask if your model contains latex.

Q: How do I know the specific product I am purchasing uses certified foam?

A: Some companies only offer products that contain certified foams, other companies offer certified foams in certain products or certain product lines. Ask the manufacturer to be sure.

Q: I've seen advertisements for the product I bought, which say it contains foam you certify. Why is there no label or hangtag on it?

A: Companies that have verified they use CertiPUR-US®-certified flexible polyurethane foam in their products may use our seal, but are not required to label their products or packaging. Lack of our seal is not an indication the flexible polyurethane foam inside is not certified. You can look up the companies on our website to be sure they are participating in our program. If you feel a company is misrepresenting CertiPUR-US® certification, please notify us at once by writing to info@certipur.us. If you can include detailed information with a photo, website link, and a contact name, that will help our investigation.



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