



Frequently Asked Questions

Here are answers to the most common questions we receive.

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 formaldehyde
- Made without ozone depleters
- Made without phthalates regulated by the U.S. Consumer Product Safety Commission
- Made without mercury, lead and other heavy metals
- Low VOC (volatile organic compound) emissions for indoor air quality (less than 0.5 parts per million)
- Screened for relevant chemicals, including flame retardants, that are classified as carcinogens, mutagens or reproductive toxins and are harmful to human health

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

A: Our directory (certipur.us/directory) is 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. We can't vouch for their use of certified foam. 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. It is also possible the company is legitimately using certified foam, but hasn't taken 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.



Q: A company on the Internet says you certify their furniture but I do not see the company listed in your directory. Are their sofas certified?

A: We do not certify furniture, 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 name or logo is conveyed to their customers who verify that they use CertiPUR-US® certified 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 certipur.us/directory.

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

A: We don't sell mattresses! The CertiPUR-US® program focuses on certification of flexible polyurethane foam contained in mattresses, pillows, sleep-related products and upholstered furniture ([see detailed information about the program here](#)). For information concerning a mattress or upholstered furniture product you have purchased, 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: There are few things on this planet that do not “off-gas” to some extent, including your own body! When you buy products made with CertiPUR-US® certified foam, you can be confident that the flexible polyurethane foam inside has been rigorously tested by an independent, 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** at certipur.us/technicalguidelines.

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 countries throughout the world. As long as the foam meets our rigorous certification and ongoing recertification 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 CertiPUR-US® certified, does that mean it is made without flame retardants?

A: There are hundreds of flame retardants (FRs) that are used in various consumer products. We identify those FRs that could be used in upholstered furniture or mattresses. A list of the FRs that are prohibited in certified foams can be found in our **Technical Guidelines** at certipur.us/technicalguidelines.

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 mattresses, pillows, sleep-related 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® name and logo. 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 foam in their products may use our name and logo, but are not required to label their products or packaging. Lack of our name or logo is not an indication the flexible polyurethane foam inside is not certified. You can look up the companies in our directory 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.

Q: Is there fiberglass in certified foam?

A: There would not be fiberglass in the certified foam used for mattresses, pillows or upholstered furniture. However, some mattress manufacturers surround a mattress’s foam core with barrier fabrics made from fiberglass to help meet government standards for mattress flammability. A mattress zipper is usually there for easy assembly at the factory and not for the customer to use. For that reason, **never remove the cover of your mattress**, even if it has a zipper, unless the mattress cover is specifically intended to be removed for laundering. Consult the manufacturer’s website or call their customer service department before you zip off your mattress cover.

Read more about fiberglass at certipur.us/fiberglass. The best way to protect your mattress from getting soiled is to use a mattress pad or mattress protector on top of the mattress. These products will not diminish the feel or comfort of your mattress but will help keep it clean. Many of these products have waterproof features, and some protectors that cover all sides of your product have the added benefit of deterring bedbugs.