

## LIMITED WARRANTY

Your warranty protects you from the date of purchase and continues to protect you according to the description on this card. If we have to repair or replace your mattress and/or your foundation, this warranty will continue to protect you from the date of the original purchase.

### Warranty coverage

Your warranty covers the following items :

- Mattress : - Broken spring or steal wire  
- Broken steal wire that rips the material  
Foundation : - Broken wood frame  
- Sagging

### Items not covered by the warranty :

- Preference of comfort level
- Covering including stains, dirt or burns
- Sets sold (as is) or floor models
- Metal stalk surrounding the whole mattress
- Replacement of a piece of a bedding set, unless the piece is also defective
- Height of bed
- Mattress set resulting of excessive use
- Shipping costs

### Warranty's claim

We go to great lengths to ensure that our bed sets are made with the best materials out there. If however, you find a defect in your new mattress or your new foundation, simply let your sales representative at the retail store know about it. If the defect occurred during the period covered by the warranty, the company will repair or replace, at its convenience, the defective mattress and/or foundation within a reasonable time frame.

In order to validate the limited warranty, you must :

- 1) be the original buyer and have purchased the item at an authorized retailer store.
- 2) obtain the original copy of the purchase or a proof of the date, place and price of purchase; and
- 3) you must provide the governmental tag of the defective product

The company keeps the right to refuse to insure service and to invalidate the present warranty if we discover after inspection, that the mattress is in unhealthy conditions or that the defect is not linked to a material nor a manufacturing fault.

### Unique claims / Other restrictions

ALL CURRENT WARRANTIES OF THIS PRODUCT, INCLUDING ALL WARRANTIES OF MERCHANT VALUE OR OF CONVENIENCE TO A PARTICULAR USE, MUST NOT EXCEED THE LENGTH OF THIS WARRANTY WHICH BECOMES ACTIVE UPON THE PURCHASE DATE OF THE ITEM BY THE CONSUMER. THE SERVICE CONDITIONS STIPULATED IN THE PRESENT WARRANTY REPRESENT THE ONLY POSSIBLE CLAIM FOR THE BUYER WHEN A DEFECT HAPPENS DURING THE WARRANTY PERIOD. THE COMPANY CANNOT BE HELD RESPONSIBLE FOR DIRECT OR INDIRECT DAMAGES CAUSED BY WRONG USAGE OF THE PRODUCT OR THE INCAPACITY TO USE THE PRODUCT PROPERLY OR THE VIOLATION OF THE CONDITIONS IN THE PRESENT WARRANTY OR ANY OTHER TACIT OR EXPRESS WARRANTY.

### Rules

Air your mattress after having taken the plastic cover off. Then discard the mattress cover as soon as possible.

## HOW TO MESURE THE BODY INDENTATION

1. Please remove all bedding ( comforter, sheets, mattress pad ) before taking the measurement to determine the loss of thickness, if any.
2. Place a long stick ( like a rule, a broomstick, a rope or other...( with no rounded shape )) across your mattress ( see picture ) above the place where there is a loss of thickness.
3. Place the crossbar so that it remains upright and in contact with the mattress.
4. Measure with a ruler, the loss of thickness from the top of the mattress and NOT from the bottom of the quilting. You need a measure of 1.5 or more for the warranty to be valid.
5. Remember that the main cause of sagging mattress is that the base is not correct by a lack of levelling and / or an installation that does not make sense.
6. We urge you, as far as possible, to place your mattress on the floor to confirm a better overview of the problem, if any.

