

Warranty

5-Year Limited Warranty For Adjustable Bed Frames

PPJ, LLC ("CUSTOMATIC") WARRANTS THAT IT WILL, AT CUSTOMATIC'S OPTION, REPLACE OR REPAIR PURCHASER'S CUSTOMATIC™ SYSTEM IF IT IS DEFECTIVE DUE TO FAULTY WORKMANSHIP OR MATERIALS, SUBJECT TO THE LIMITATIONS DESCRIBED IN THIS WARRANTY. CUSTOMATIC UNDERTAKES NO RESPONSIBILITY FOR THE QUALITY OF THE GOODS EXCEPT AS OTHERWISE PROVIDED IN THIS CONTRACT. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION ON THE FACE THEREOF.

THIS WARRANTY APPLIES ONLY TO THE MODELS OF THE CUSTOMATIC® CUSTOMATIC™ SYSTEM LINE. THESE MODELS MAY BE IDENTIFIED BY REFERENCE TO THE SERIAL NUMBER ON THE PRODUCT

YEARS 1 THROUGH 5: FULL COVERAGE OF PARTS AND LABOR

CUSTOMATIC models are warranted against defects in the workmanship or materials for a period of five (5) years from the warranty commencement date. During these first five years of the warranty, the entire product is so covered, including factory supplied electronics, electrical components, drive motors, Wi-Fi module, power supply and power supply cords, and massage motors. Upon notice during the first through fifth year from the warranty commencement date, CUSTOMATIC will send replacement parts to the Purchaser, at no cost, in order to replace any such defective part. In addition, CUSTOMATIC will pay all authorized labor and transportation costs associated with the repair or replacement of any parts which CUSTOMATIC determines to be defective. This five (5) year warranty shall not apply if the Purchaser does not return any and all defective parts to CUSTOMATIC within 15 days of Purchaser's receipt of such replacement parts furnished. Return of the frame, however, should it need to be replaced, may be required.

In no instance will this warranty cover any damage attributable to misuse or to normal wear and tear or to excessive weight placed upon the product. Nor will this warranty cover any purchaser other than the original purchaser nor will it cover product purchased from an unauthorized third party. If you are not the original purchaser of this product, you take "as is" and "with all faults." Purchases of "Floor Models" are regarded "as is" products & subject to the terms thereof. If you did not purchase this CUSTOMATIC™ System directly from CUSTOMATIC or any of its approved authorized distributor/retailer dealers, we will require proof of purchase from you demonstrating that you are the original purchaser and are eligible to make a valid claim under this Warranty.

FRAME ONLY—LIFETIME WARRANTY

Notwithstanding the above, CUSTOMATIC extends a LIFETIME WARRANTY on the frame itself used in this product. Specifically, CUSTOMATIC warrants that for a full 20 years, the estimated life of the frame, any defect in the workmanship or the materials used in the frame itself shall be covered. The 20-year time span will be dated from the commencement of this warranty. For purposes of this

Lifetime Warranty, the frame consists of the metal structure of the base and specifically excludes its cover, its side rails, decking and legs, actuator lift motors, massage motors, control box, remote controls, Wi-Fi modules, power supply, and any power supply cords. Return of the frame should it need to be replaced, is not required.

ADDITIONAL TERMS AND CONDITIONS

In no instance will this warranty cover any damage attributable to misuse or to normal wear and tear or to excessive weight placed upon the product. Nor will this warranty cover any purchaser other than the original purchaser nor will it cover product purchased from an unauthorized third party. If you are not the original purchaser of this product, you take "as is" and "with all faults." If you did not purchase this CUSTOMATIC® System directly from CUSTOMATIC or an Authorized Dealer, we will require proof of purchase from you demonstrating that you are the original purchaser and eligible to make a valid claim under this Warranty.

This warranty does not include coverage for damage caused by the Purchaser or by other users, if the product has been used in a manner inconsistent with the operation and maintenance procedures outlined in the Owner's Manual, this Warranty, or any other applicable document published or approved by CUSTOMATIC.

Nor does it include coverage if the product has been repaired or modified by the Purchaser or by an unauthorized third party or if the product has been damaged in transit.

This warranty does not apply to damage to mattresses, fabric, cables, electrical cords or items supplied by Resellers, as defined below. Contact the Reseller or other appropriate party for warranty information on these items. Nor does this warranty apply to any unnecessary service calls, including costs for in-home service calls solely for the purpose of educating the consumer about the unit or finding an unsatisfactory power connection. In addition, if the recommended weight restrictions are not followed (Twin, Twin Long, Double, Queen, Split/Dual Queen, and Split/Dual CA King bases – up to 850 lbs. each.), this warranty is void.

Replacement parts may be new or reconditioned at CUSTOMATIC's discretion.

Except for the Lifetime Warranty provided for the frame of this product, there is no warranty at all after five years, dating from commencement of this Limited Warranty.

Additional Limitations on Warranty Coverage

In the event a warranty claim is filed and a warranty replacement is deemed necessary, Purchaser will be required to surrender the original product, including any components, to CUSTOMATIC at the time of the replacement. Return of the frame, however, should it need to be replaced, may be required.

Repairs to or replacement of the CUSTOMATIC® System or

Registration



WARRANTY REGISTRATION FORM

NAME _____
PHONE _____
ADDRESS _____
CITY _____
STATE _____ ZIP CODE _____
EMAIL ADDRESS _____
STORE WHERE PURCHASED _____
SERIAL NO. _____
INVOICE NO. _____
MODEL NO. _____

SURVEY

GENDER: M F
AGE: 18-30 31-40 41-50
 51-60 61-70 71 & up
Reason for purchasing an adjustable bed:
 Health Comfort Other
How did you find out about our beds?
 Advertising A friend
 Store Article
 Internet Other



CUSTOMATIC®

POWERED BY CUSTOMATIC TECHNOLOGIES

Please mail to:
CUSTOMATIC®

Customer Care Center
550 Crescent Blvd., Gloucester City, NJ 08030

its components under the terms of this Limited Warranty will apply to the original warranty period and will not serve to extend such period. This warranty begins on the "warranty commencement date" which is the date of purchase for new unused products.

If you did not purchase this CUSTOMATIC™ System directly from CUSTOMATIC or an Authorized Dealer, proof of purchase will be required to demonstrate that you are the original purchaser and eligible to make a valid claim under this Warranty. If original proof of purchase is not provided by the Purchaser, CUSTOMATIC reserves the right to determine if the unit is covered, or is not covered, by this warranty and may use the manufacturing date as the warranty commencement date.

The decision to repair or to replace defective parts under this Limited Warranty shall be made by CUSTOMATIC at its option and at its sole discretion. Except for the Lifetime Warranty provided for the frame of this product, there is no warranty at all after five years, dating from commencement of this Limited Warranty.

CUSTOMATIC SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM

THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. THE EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY SHALL BE REPLACEMENT OR CREDIT TOWARDS REPLACEMENT AS SET FORTH HEREIN. THERE ARE NO EXPRESS OR IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THE WARRANTY DESCRIBED ON THE FACE OF THIS LIMITED WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to every purchaser. This warranty gives the Purchaser specific legal rights, and the purchaser may also have other legal rights, which may vary from state to state. This warranty is valid in all 50 states, Puerto Rico, and Canada.

If you, the Purchaser, experience any problem with your CUSTOMATIC™ System during the warranty period, please consult the troubleshooting section of your Owner's Manual. If problem persists, please contact CUSTOMATIC's Customer Service Department by calling the telephone number located in your manual.

POWERED BY CUSTOMATIC TECHNOLOGIES

IF YOU EXPERIENCE ANY TROUBLE WITH YOUR BED FRAME WITHIN THE WARRANTY PERIOD,
PLEASE CONSULT THE TROUBLESHOOTING GUIDE PROVIDED WITH YOUR FRAME AND ONLINE, IF APPLICABLE.

IF PROBLEMS PERSIST, PLEASE CALL:

CUSTOMER SERVICE TOLL FREE NUMBER

1-843-800-8372

Please have your receipt ready and available.

THANK YOU AND ENJOY YOUR ADJUSTABLE BED!