

# Vecelo Warranty Policy

We strive really hard for perfection, but despite our best efforts, mistakes do happen. In case there are any faults in the materials you receive or any kind of manufacturing defect, we'll make sure you are taken care of as fast as you can say, "There's a box on my doorstep."

If you have any issues with our warranty or questions about your product, give us a shout. Please feel free to [submit a request and/or inquiry](#) and we will get back to you shortly.

## **VECELO Frame/Mattress Foundation 5 year Worry Free Limited Warranty**

- Vecelo 5 year limited warranty applies to all platform beds and bed frames/foundations purchased as new from an authorized retailer.
- Proof of purchase is a requirement and you can register your product [here](#).
- This warranty is void if the product is altered or improperly used.

Your new Vecelo product comes with a 5-year limited warranty against defects in workmanship and materials. Please be sure to register your product at [www.vecelo.com](http://www.vecelo.com) to receive up to date warranty and product information. This warranty becomes valid only after the return window of the authorized dealer has expired. Your product will be replaced or you will receive a prorated refund, at our option, should it be found defective because of faulty workmanship or structural defects other than specific limitations contained herein. Please read this Limited Warranty carefully. To maintain your Warranty, you will need to comply with the conditions stated here.

Vecelo warrants your product against manufacturing defects only and does not cover damages that result from misuse. Manufacturing defects include circumstances where the product has broken under normal use and no longer provides proper support for your mattress. Proper support is defined as a smooth, flat, rigid surface. In the event you encounter a manufacturing defect, please stop using this product immediately and call customer service. The warranty and financial responsibility of the manufacturer applies only to the product itself and does not extend to items that might be used with the purchased product.

This warranty is valid only to the original purchaser of the product, who is the first purchaser of the product as indicated on the original sales receipt or invoice and who purchased the product from an authorized dealer as a new product. The original invoice is required and is the only acceptable proof of purchase, so please retain your original invoice.

The warranty applies only when the product has been properly used by the original purchaser. Proper use means using the foundation on a level surface with an equal distribution of weight. Do not place the foundation on casters or risers. Proper use also means that the product was not abused by the consumer, as defined by the manufacturer, including not exceeding the weight capacity. The warranty is voided if any structural modification is made to the foundation or any part of the foundation as delivered is removed. This warranty gives you specific legal rights and you may have other rights that vary from state to state.

### **VECELO Mattress Topper 5 year Worry Free Limited Warranty**

- Vecelo 5 year limited warranty applies to all toppers purchased as new from an authorized retailer.
- Proof of purchase is a requirement and you can register your product [here](#).
- This warranty is void if the product is altered or improperly used.

Vecelo warrants your mattress topper against defects in workmanship and materials. Please be sure to register your product at [www.vecelo.com](http://www.vecelo.com) to receive up to date warranty and product information. This warranty becomes valid only after the return window of the authorized dealer has expired. Except for the specific limitations contained herein, your topper will be replaced or you will receive a prorated refund, at our option, should your topper be found defective because of faulty workmanship or structural defects. It is understood that warrantable defects do not include the normal increase of softness in the foam that can occur during normal breaking in, or in the case of visco-elastic memory foam, a lessening of the gradual recovery aspect of the foam, of which such lessening, should it occur, does not reduce the continual pressure reducing and pressure relief properties of the topper.

The mattress topper is intended to be used on top of a mattress. The warranty will be voided if the topper is not used on a mattress. If a defect appears during the duration of this warranty, we will, at our option, either replace the topper or provide a prorated refund. This warranty is void if the product is found to have been tampered with or misused by the purchaser beyond reasonable wear, and shall not apply if the product has been physically damaged intentionally or due to accident

and/or neglect, including burns, cuts, water damage, mold, stains, or is otherwise abnormally soiled or unsanitary. If a heating pad or electric blanket is used with a memory foam topper, it will void this warranty. It is incumbent on the consumer to protect the topper with a stain resistant pad.

This warranty is valid only to the original purchaser of the product, who is the first purchaser of the product as indicated on the original sales receipt or invoice and who purchased the product from an authorized dealer as a new product. The original invoice is required and is the only acceptable proof of purchase, so please retain your original invoice. The warranty applies only when the product has been properly used by the original purchaser according to the care instructions. This warranty gives you specific legal rights, and you may have other rights that vary from state to state.

### **VECELO 1 year Worry Free Limited Warranty**

- Vecelo 1 year limited warranty applies to applicable Vecelo products purchased as new from an authorized retailer.
- Proof of purchase is a requirement and you can register your product [here](#).
- This warranty is void if the product is altered or improperly used.

Vecelo warrants your product against defects in workmanship and materials. Please be sure to register your product at [www.vecelo.com](http://www.vecelo.com) to receive up to date warranty and product information. This warranty becomes valid only after the return window of the authorized dealer has expired. Please read this Limited Warranty carefully. To maintain your Warranty, you will need to comply with the conditions stated here. Your new vecelo product comes with a 1 year limited warranty against manufacturing defects. Your product will be replaced or you will receive a prorated refund, at our option, should it be found defective because of faulty workmanship or structural defects other than specific limitations contained herein. The warranty and financial responsibility of the manufacturer applies only to the product itself and does not extend to items that might be used with the purchased product. This warranty is for manufacturing defects only and does not cover damages that result from misuse. Manufacturing defects include circumstances where the product has broken under normal use. In the event you encounter a manufacturing defect, please stop using this product immediately and call customer service. This warranty is valid only to the original purchaser of the product, who is the first purchaser of the product as indicated on the original sales receipt or invoice and who purchased the product from an authorized dealer as a new product. The original invoice is required and is the only acceptable proof of purchase, so please retain your original invoice. The warranty applies only when the product has been properly used by the original

purchaser. Proper use means that the product was not abused by the consumer, as defined by the manufacturer. This warranty gives you specific legal rights and you may have other rights that vary from state to state.