

# **MATTRESS HUNTERS PILLOW WARRANTY**

## **3-YEAR LIMITED PILLOW WARRANTY**

This Warranty page outlines the terms and conditions of the warranty provided by Matters Hunters on behalf of the Manufacturer, SouthBay International. Please carefully read and understand the following warranty information before making a purchase. By purchasing a product from the Vendor, you agree to be bound by the terms and conditions outlined on this Page

Mattress Hunters warrant that this product is free from defects in workmanship and materials. This product is subject to specific limitations and expectations subsequently. Outlined in the limited warranty.

Should the product develop defects for reasons other than misuse or neglect within the limited warranty period, Mattress Hunters guarantees that this protector will be replaced at our option, without cost to you, should it be deemed defective because of faulty workmanship or structural defects, excluding the specific limitations contained herein.

The pillow is warranted to be free from defective materials or workmanship for three years from the date of purchase, under normal care and use. The limited warranty does not include fading, pilling, or shrinkage and is not valid where there is evidence of soiling or unsanitary conditions.

If identical materials are not available to be used in the replacement for the product, we(SouthBay International), the manufacturer, reserve the right to substitute other materials of equal or greater quality. The customer is responsible for returning the product to the manufacturer, and all transportation costs are the purchaser's responsibility.

This limited warranty is valid only to the original purchaser of the product. You must provide proof of purchase for any limited warranty claim. Warranties are made only to the original retail purchaser and do not cover merchandise purchased or used, secondhand, or distressed. Proof of purchase and an image of the defect is required when placing a claim. A receipt or canceled check can serve as proof of purchase.

All warranties contained herein shall not apply if the product has been physically damaged, burned, cut, torn or is abnormally soiled or unsanitary. The manufacturer reserves the right to refuse service when the product is found to be stained, soiled, or in unsanitary conditions or when product failure is due to cause of misuse or abuse. These warranties do not cover normal wear and tear.

The limited warranty does not apply under the following conditions and circumstances:

- If the product is found to be unsanitary.
- When product failure is due to causes other than defective workmanship or materials.

- If the product is showing normal wear and tear.
- If this product is used for commercial purposes.
- If the purchaser does not produce proof of purchase.
- If the purchaser finds the protector does not meet their comfort preference.

Mattress Hunters do not warrant that this product is suitable for any medical conditions or that it will protect the user against ailments, bacteria, viruses, or other organisms.

Failure to follow the manufacturer's use and care instructions may void the limited warranty. All implied warranties shall be limited to the period of this limited warranty unless otherwise required by applicable federal or state law. Some states do not allow limitations on how long a limited warranty lasts, so consequently, the limitations may not apply.

## **PILLOW CARE INSTRUCTIONS**

- Remove zippered pillow cover.
- Hand or machine wash the pillow cover on a gentle cycle with similar colors.
- DO NOT dry clean, bleach, iron, or steam.
- Dry the pillow cover on a gentle air cycle.
- **DO NOT submerge or soak the foam or filling materials**
- The foam may be spot cleaned with a wet cloth and mild soap or detergent.
- The foam should air dry for 24-48 hours before covering.

## **Contact Us**

Need help? Call +1 514-243-1010 Monday – Sunday 24/7 or email [help@mattresshunters.com](mailto:help@mattresshunters.com)