

# **Serveco 10-Years Mattress Warranty**

This Mattress Protection Plan is effective for 10 years from the date you take delivery Of your new mattress purchased in conjunction with your Mattress Protector.

## **WHAT DOES OUR WARRANTY COVER?**

- 10 Years warranty on your Mattress and Mattress protector.
- Resist stains from household food and beverages
- Stains from human and bodily fluids
- Construction of your mattress protector

## **HOW TO REGISTER THE WARRANTY PLAN**

When you purchase the mattress, options will be provided to add this warranty plan along with your purchase.

## **HOW THE WARRANTY WORKS**

If your new mattress protector becomes accidentally stained or damaged as described above during normal residential use and you cannot correct those stains nor damage yourself using SERVECO'S products and/or procedures. SERVECO will repair or replace your mattress protector at no charge.

If a covered stain or damage has affected your new mattress, SERVECO will repair the mattress to a preexisting condition, or If the item cannot be repaired, SERVECO will replace the item with an item of like kind and quality to your original mattress.

You must call SERVECO within 10 days of the day of the occurrence to receive service under this plan. If you do not maintain your mattress protector or your new mattress as required by the manufacturer's warranty or you do not cooperate with the reasonable request of SERVECO in its efforts to perform its obligations, this Protection Plan becomes void.

## **WMEN CALLING FOR S£RVICE YOU MUST HAVE**

- Your original receipt showing your purchase of your mattress protector and new mattress
- The original copy of this "Protection Plan."
- The original delivery date of your mattress protector and the new mattress purchased in conjunction with your mattress protector
- The date of the occurrence of the stain or damage
- You must call SERVECO within 10 days of the stain or damage occurrence.

## **THE S£RVICE PROCESS SERVECO MATTRESS PROTECTOR**

Service may include any or all of the following:

- If a stain occurs, machine wash and dry your mattress protector as quickly as possible according to the use and care instructions.
- If the stain persists on your mattress protector or your mattress protector becomes damaged, call our toll-free number for professional advice.
- If we cannot assist you in removing the stain or repairing the damage, we'll issue you a return authorization number, and you will be asked to return your mattress protector to the original retailer for a no-charge replacement. Please have your sales receipt available when speaking to our customer service representatives.

## **SERVICE PROCESS FOR A NEW MATTRESS PURCHASED MATTRESS PROTECTOR**

Service may include any or all of the following:

- Cleaning advice to remove the stain or repair the damage.
- SERVECO may elect to send you a claiming or repair product to remove the stain or repair the damage.
- If the stain or damage persists, SERVECO may arrange a no-charge in-home service by a service contractor.
- If SERVECO's designated technician determines that repairs must occur off-site, your mattress will be removed and returned at no cost.
- SERVECO may elect to replace your mattress, excluding the box spring, if the stain cannot be removed.
- Consumers may select a replacement mattress equal in value to the original purchase of the affected mattress.
- Service or replacement men is limited to the affected mattress only
- SERVECO is not responsible for dye lot or texture variations
- Replacement selection will be made at the original place of purchase.

## **IMPORTANT EXCLUSIONS**

While our warranty aims to provide comprehensive coverage, certain exclusions and limitations apply. These may include:

- stains caused by transit or storage
- failure to comply with the mattress protector use and care instructions or the mattress manufacturer's warranty
- willful abuse or misuse
- dye stains, caustic solution stains, or bleach stains
- felt-up marker stains
- stains caused by tobacco products
- chewing gum
- any odors
- fading, color loss, non-colorfast fabrics
- used, and/or any mattress without an original manufacturer's warranty and /or retailers warranty

- any costs or damage from repair and/or cleaning by anyone without written authorization
- any damage by-products not used according to product instructions
- all natural characteristics that cause appearance variations
- consequential or incidental damage
- Loss of use of your mattress protector or covered mattress
- Mattress in storage
- Utilized for commercial use, non-residential, rental or in-home daycare business
- Damage from fire
- Damage from fraud
- International acts, war, hostilities, terrorism or vandalism, and act of God.

## **INFORMATION**

This Protection Plan is not renewable or transferable and does not supersede the mattress manufacturer's warranty. The protection plan will not be valid unless it is paid for in full. SERVECO does not bear any responsibility for statements or claims made by independent contractors.