



Closer to nature, closer to yourself

Limited Warranty Program for the *Airsoft 4.5 Air Mattress*

Version: 20231010



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Welcome and thank you

Congratulations on your purchase of the Lost Horizon AirSoft 4.5 Air Mattress . Your air mattress is designed to provide the most comfortable resting spot during your demanding outdoor travel adventures. To ensure your complete satisfaction with its performance, Lost Horizon is pleased to include the **Two-Year-Limited Warranty** as described in this document. This document applies to the following air mattress models (all configurations and sizes):
Lost Horizon | Our 4.5 AirSoft Air Mattress.

This two-year-limited warranty includes priority toll-free technical phone support and expedited repair or whole unit exchange, when required, for your Airsoft 4.5 Air Mattress. Should you experience a problem with your mattress, simply call our dedicated Lost Horizon Support Team and please ensure you have the necessary information available for answering our Support Team's inquiries.

Please review the total information contained within this Warranty Statement before reaching out to our Support Team.

Thanks again, for choosing Lost Horizon as your outdoor gear supplier, we are thrilled to have you here!

Lost Horizon Support Team

Follow these easy steps to obtain technical support.

Step 1: Have your order confirmation number and order number readily available:

Step 2: Call our toll-free +1 (866) 716-6628.

Step 3: Follow the voice prompt instructions.

Step 4: Be prepared to work with our Support Team's Specialist to diagnose the problem.

Operating Hours: Currently Monday through Friday, 09:00 to 17:00 Central Time (subject to change)

Terms and Conditions

What Is Covered: Lost Horizon, warrants to the first end-user that the Lost Horizon AirSoft 4.5 Air Mattress, if purchased on the website losthorizon.com, will conform to the manufacturer's specifications and will be warranted against from defects in workmanship and materials for a period of two (2) years from the date of original purchase (proof of purchase required).

What Lost Horizon Will Do To Correct Problems: Should your Lost Horizon AirSoft 4.5 Air Mattress prove defective during the limited warranty period, please call the toll-free technical support line identified in this Warranty Statement. This line will be answered during support hours (07:00 to 17:00 Standard time, Monday through Friday). When you call, please be prepared to provide the technical support technician with Proof of Purchase information including the order number, date of purchase, and confirmation number. The technician will provide telephone diagnostics to determine whether your unit needs repair, or complete replacement.

If service is required, the technician will advise you which service method will be utilized; either a repair or full replacement of the unit.

Repair Method: When it is determined that the product is suitable for a repair, it will be your responsibility to contact the Customer Care Center, and make arrangements to bring in the unit for service and to obtain on-site service.

Whole Unit Replacement Method: When it is determined that the product is suitable for an exchange, please be ready to provide a valid delivery address (and possibly delivery instructions) for your new unit to be delivered to specified location.

What This Warranty Does Not Cover:

- 1) This warranty excludes any defects or damage arising from the product being used other than in the manner it was intended (as indicated in the manufacturer's specifications), normal wear and tear, commercial use, lack of appropriate maintenance, inadequate installation, negligence, natural disasters, accidents, act of God, and damages caused by abusive use, accident, modifications, or unauthorized repairs.



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- 2) Any pump used other than the "3-in-1 Portable AirPump" or "AirSoft 4.5 Camping Mattress for Tesla Storage Bag" to inflate or deflate the air mattress.
- 3) Any damaged caused by a third-party, appliances and/or tools.
- 4) Any damage from service performed other than a Lost Horizon Authorized Servicer

This warranty is not transferrable. If a claimed defect cannot be identified or reproduced in service, you will be held responsible for costs incurred.

DISCLAIMER OF WARRANTIES; THE WARRANTY AND REMEDY PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESSED OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. UNLESS STATED HEREIN, ANY STATEMENTS OR REPRESENTATIONS MADE BY ANY OTHER PERSON OR FIRM ARE VOID.



LOST HORIZON

Remedies

Your exclusive remedy and Lost Horizon's entire liability for a material breach of this Agreement will be limited to a refund of the price paid for the Lost Horizon covered by this Agreement. Any action for breach of warranty must be brought within 15 months of the date of original purchase. Lost Horizon is not liable for the performance delays or for non-performance due to causes beyond reasonable control. Except as provided in this written warranty, neither Lost Horizon nor its affiliates shall be liable for any loss, inconvenience, or damage, including direct, special, incidental or consequential damages, including lost profits, cost of substitute products, claims of third parties, including customer, or injury to property, resulting from the use or inability to use Lost Horizon products, whether resulting from a breach of warranty or any other legal theory.

In such jurisdiction, the limits in this paragraph and the preceding paragraph(s) may not apply.

Arbitration, Governing Laws: Any disputes arising out of this Agreement will be settled by arbitration to be conducted in the United States of America, before a single arbitrator, in accordance with the international commercial arbitration rules and judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

This Agreement shall be construed in accordance with the laws of the United States, of America except this arbitration clause which shall be construed in accordance with the United States' Federal Arbitration Act.





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