

# WARRANTIES

South Bay International warrants that products are free from defects in workmanship and materials and will remain serviceable under normal use for the limited warranty period, from the date of delivery to the consumer, subject to specific limitations and expectations subsequently set forth in the limited warranty.

## MATTRESSES: 10-YEAR LIMITED WARRANTY

This limited warranty covers any deterioration in the materials that causes the mattress to have a visible indentation greater than three-fourths (3/4) of an inch, not associated with a sag in the foundation, slats, box springs, or platform. It also covers any physical flaw in the mattress that causes the material to split or crack despite normal usage and proper handling. Should the product develop defects for reasons other than misuse or neglect within the limited warranty period, South Bay International guarantees that this mattress will be replaced or repaired 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 customer is responsible for returning the product to the manufacturer. All transportation costs are the responsibility of the purchaser.

## ADJUSTABLE BASES: 10-YEAR LIMITED WARRANTY

### FULL 1-YEAR WARRANTY

During the first year, South Bay International will repair or replace, at no cost to the original purchaser, any defective part. This includes all authorized labor and transportation costs incurred with the repair or replacement of any parts found to be defective.

### 2-YEAR MOTOR WARRANTY

The Adjustable Base has a two-year full replacement warranty for parts, labor and transportation of the motor should the motor(s) fail.

### 5-YEAR WARRANTY

During year 2 through year 5, from the original purchase date, South Bay International will replace any bed part, to the original purchaser, found to be defective. The part must be returned within fourteen (14) days of receipt of the replacement part(s) or purchaser may be subject to charges for said part(s) to include, but not limited to freight charges. Liability of South Bay International is limited to the replacement of the defective part or parts ONLY with purchaser responsible for all service, installation and transportation costs of said part(s).

### 10-YEAR LIMITED WARRANTY

During year 6 through year 10 from the original purchase date, South Bay International will replace, per the terms and conditions set forth in this paragraph, any bed part found to be defective. Purchaser shall pay 1/180 of the current replacement cost of the defective part multiplied by the number of months, after the fifth (5th) year, from the original purchase date. This warranty applies only to replacement part(s). Purchaser may be subject to charges for said part(s) to include, but not limited to, freight charges. Liability of South Bay International shall be limited to the replacement of the defective part(s) only with purchaser responsible for all service, installation and freight costs of said part(s).

## TOPPERS: 3-YEAR LIMITED WARRANTY

This limited warranty covers any deterioration in the materials that causes the topper to have a visible indentation greater than three-fourths (3/4) of an inch, not associated with a sag in the mattress, foundation, slats, box springs, or platform. It also covers any physical flaw in the topper that causes the material to split or crack despite normal usage and proper handling. Should the product develop defects for reasons other than misuse or neglect within the limited warranty period, South Bay International guarantees that this mattress will be replaced or repaired 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 customer is responsible for returning the product to the manufacturer. All transportation costs are the responsibility of the purchaser.

## PILLOWS: 3-YEAR LIMITED WARRANTY

The pillow is guaranteed to return to its original, or the product will be replaced. The manufacturer is not responsible for damage caused by improper care or handling. Pillow should be returned with original dated proof of purchase to South Bay International. All transportation costs are the responsibility of the purchaser.

## SHEETS: 3-YEAR LIMITED WARRANTY

The limited warranty does not include fading, ripping, pilling, or shrinkage and is not valid where there is evidence of unsanitary conditions. In the event identical materials are not available to be used in the replacement for the product, we 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. All transportation costs are the responsibility of the purchaser.

## PROTECTIVE BEDDING: 5-YEAR LIMITED WARRANTY

The limited warranty does not include fading, ripping, pilling, or shrinkage and is not valid where there is evidence of unsanitary conditions. In the event identical materials are not available to be used in the replacement for the product, we 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. All transportation costs are the responsibility of the purchaser.

## BED FRAMES: 1-YEAR LIMITED WARRANTY

Should the product develop defects for reasons other than misuse or neglect within the limited warranty period, South Bay International guarantees that this bed frame 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. In the event identical materials are not available to be used in the replacement for the product, we 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. All transportation costs are the responsibility of the purchaser.

## ADDITIONAL TERMS & CONDITIONS

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.

## THE LIMITED WARRANTY DOES NOT APPLY:

- When product failure due to causes other than defective workmanship or materials.
- If the product is showing normal wear and tear.
- If the product is used for commercial purposes.
- If the purchaser does not produce proof of purchaser.
- If the product is found to be unsanitary.
- If the recommended weight restrictions are exceeded.
- To damage resulting from misuse or abuse caused by the purchaser.
- To damage caused by the repairs or parts replacement by an unauthorized person
- If the product has been mishandled (including during shipping), subject to physical abuse or an improper power supply, or otherwise operated in a manner inconsistent with procedures outlined in the owner's manual and warranty.
- To damage to mattresses, bedding, cables, electrical cords, or accessories supplied by dealers.
- To modification of the product without prior written consent by South Bay International.
- To costs for unauthorized service calls for the purpose of educating the consumer about the product or locating properly functioning power outlets.
- 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. All warranties contained herein shall not apply if the product or cover 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. South Bay International does not warrant against mold. Please note that memory foam, latex foam and polyurethane foam should never get wet or be kept in an environment with excessively high humidity. South Bay International does not warrant products to be suitable for any medical conditions, medical assistance or that it will protect the user against bacteria, viruses or other organisms.