

# 15-YEAR LIMITED WARRANTY

## WHAT IS COVERED

This warranty covers any defects in mattress protector materials or workmanship. It is subject to the exceptions stated below and contingent upon making a claim within five (5) days of damage and following all laundering instructions on the care label. The warranty also covers mattress stains caused by such defects if the original purchaser: (a) submits a sales receipt showing that the protector and mattress were purchased new and from an authorized retailer in the same transaction; and (b) shows that the mattress was completely covered by the mattress protector when the stain occurred.

## HOW LONG COVERAGE LASTS

This warranty runs for 15 (fifteen) years from the date of purchase.

## WHAT IS NOT COVERED

The warranty does not cover: (a) misuse or abuse; (b) failure to follow care instructions by (i) drying on high heat and/or without other towels or bedding (ii) using bleach or bleach detergent (iii) ironing or (iv) dry cleaning; (c) wear and tear, including rips, tears, or normal soiling; (d) stains or damage caused by or related to: (i) inks, nail polish, cosmetics, bleach, non-food related grease, corrosives, alcohol, dyes, or solvents (ii) burns or fire,

natural disaster, flood, theft, vandalism, or any other loss covered under an insurance policy (iii) structural problems or appliance malfunctions (iv) more than two pints of liquid; (e) mattresses not correctly fitted with the mattress protector; or (f) mattresses used for commercial, institutional, or rental purposes.

## WHAT MALOUF® WILL DO

MALOUF®, at its sole discretion will: (1) in the case of a claim for a protector, replace or refund any protector that proves to be defective in materials or workmanship; (2) in the case of a claim for mattress damage, send a cleaning kit, have the mattress professionally cleaned, replace the surface fabric, or replace the mattress.

## HOW TO GET SERVICE

E-mail “[warranty@maloufsleep.com](mailto:warranty@maloufsleep.com)” to submit your warranty claim. As part of the claims process, the defective mattress pad must be returned to MALOUF® for inspection and customer shall be responsible for any and all transportation costs associated with this warranty.

## HOW STATE LAW APPLIES

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

The foregoing warranty shall be exclusive and in lieu of any other warranty, express or implied, including warranties of merchantability and fitness for a particular purpose and all other warranties otherwise arising by operation of law, course of dealing, custom, trade, or otherwise. Neither the seller nor the manufacturer shall be liable for any consequential damages or losses arising from the purchase, installation and/or use of this product.

