

## **BedStory 10 Year Limited Warranty**

BedStory guarantees that we will replace or repair purchaser's product if it is defective due to faulty workmanship or materials, subject to the limitations described in this warranty.

If the product or cover is physically abused, damaged, burned, cut or torn, this warranty is void.

During the 10 years of this warranty, BedStory will at its option, repair or replace the product, at a handling cost to the purchaser.

PLEASE KEEP THIS WARRANTY AND ORIGINAL PROOF OF PURCHASE FOR AT LEAST 10 YEARS FROM THE DATE OF PURCHASE.

### **This Warranty Covers:**

1. Any physical flaw in the product that causes the material to split or crack despite normal usage and proper handling.
2. Deterioration of the cell-structure of the material that causes the product to not return to its original shape.
3. Chemical odors, molds, bugs, debris that are caused by the product issues.

### **This Warranty Does NOT Cover:**

1. A normal increase in softness of the pressure-relieving material, which does not affect the pressure-relieving qualities of the mattress.
2. Physical abuse or damage to the structure or cover material. Including but not limited to: burns, cuts, tears, liquid damage, or stains.
3. Product sold by re-sellers who are not authorized retailers.
4. Product sold "as-is", "preconditioned", "reconditioned", "used", "comfort return", "returned", "previously owned", or any other similar wording indicating that the product is not "new" or of "first quality", or has previously been purchased or used by another consumer.

**This warranty is valid only for the original purchaser of the product:**

An original purchaser is one who purchases the product directly from BedStory or an authorized retailer. If purchaser is not the original purchaser of this product, he or she takes it "as is" and "with all faults".

If the purchase of this product was not directly from BedStory, proof of purchase will be required to demonstrate that purchaser is the original purchaser and eligible to make a valid claim under this warranty.

**What You'll Need to File a Warranty Claim:**

1. Purchase Receipt (Copy)

Required unless purchased direct from BedStory and registered with us.

2. Bed Frame and Foundation Information

Are you using a metal frame, wooden side-rail bed, adjustable base or platform base?

3. Choice of Retired Model

If your current mattress is a retired model, we will provide you with an option most comparable in "feel" or the option to upgrade to the model of your choice for an additional fee.

4. Photos of the warranty defect

**When You're Ready to File:**

Once you have collected the required information, please file online or Email us to start the claim process.

**Current Products:**

Mattresses - 10 Year Limited Warranty

Mattress Toppers - 10 Year Limited Warranty

Pillows - 5 Year Limited Warranty

Accessories - 1 Year Limited Warranty