



## 3-Year Warranty

Thank you for purchasing a Perfect Cloud Pillow! We are excited to welcome you as a new Perfect Cloud Pillow owner and value your trust in us. We know you will enjoy the promise of comfortable strength renewing rest tonight, and every night, for years to come.

We encourage you to protect your investment by keeping proof of purchase documents in a safe place to support the 3-Year Limited Warranty you receive with your new Perfect Cloud Pillow.

**3-Year Warranty:** Perfect Cloud warrants that this pillow will be free from defects in material and workmanship that may compromise sleep quality for 3 years from the date of purchase by the original consumer purchaser.

**Who is Covered:** This warranty applies only to the original purchaser and is valid if used properly.

**Pillow Manufacturing Defects include:**

- Any physical flaw in the pillow that causes the foam material to evidence degradation, split, or crack despite normal usage and proper handling.
- Any manufacturing defect in the pillow cover such as the fabric tearing or stitching unraveling.

**Pillow Manufacturing Defects DO NOT include:**

- Increase in softness of the pressure relieving material.
- Comfort preference.
- Physical abuse or damage to the product, including but not limited to: burns, cuts, tears, liquid damage, or stains; provided that the defect is caused by such abuse or damage.
- Any pillow (whether manufactured by Perfect Cloud or not) sold by resellers or individuals who are not authorized retailers.
- Also, we do not guarantee that your new pillow will not have a scent. All natural and man-made materials can have a scent and often do. None of our materials have a toxic emission based on scientific third-party verification. A natural occurring scent is not a warranty issue.

**Other limitations:** It is normal for pillow's material to become "softer" during use. It is also normal for the pillow to develop a faster deflection recovery rate. Neither of these factors results in deterioration of the normal pressure redistribution function. Body impressions are a normal occurrence with your new pillow and indicate that the pillow is conforming to the natural contours of your body. Normal body impressions do not suggest structural failure.

For memory foams infused with essential oil fragrance, it is normal for dissipation to happen over time. It is also normal to experience olfactory adaptation, or the normal inability to distinguish a particular odor after a prolonged exposure to that airborne compound. This does not diminish the health benefits of such essential oils, and is therefore not covered under the terms of the warranty.

**Warranty Performance**

We will replace the defective pillow or the defective component(s) of the pillow. In the case of a manufacturing defect in a component of the pillow, such as the pillow cover, we may elect to repair or replace the component rather than replace the entire pillow, and we reserve sole and complete discretion over that election. If we elect to replace the pillow, we will replace it with the model, version, color, or style available at the time of replacement, which may be different in certain respects than the original. There may be a shipping fee associated with warranty repairs or replacement (this fee will be evaluated on a case-by-case basis by Perfect Cloud).