

Warranty



Limited Warranty For Adjustable Beds

LIMITED WARRANTY: Subject to the terms and conditions set forth herein, the manufacturer of this product, RIZE, warrants to the original retail purchaser for the time periods stated herein that the adjustable bed system purchased from an authorized reseller of genuine RIZE products is merchantable and free of defects and materials and is fit for the purpose of residential, non-hospital bedding. Floor samples are not warranted and are purchased AS IS. This warranty applies only to genuine RIZE products, and without limiting the foregoing, does not apply to power cords or other accessories supplied by the seller or other parties.

5-Year Period for All Labor: The above warranty will apply for 5 years for labor on the bed frame, all components, parts, including, without limitation, electronics, electrical components, drive motors, WiFi module, power supply and power cords, and massage motors.

5-Year Period for All Components: The above warranty will apply for 5 years for the bed frame, all components and parts, including, without limitation, electronics, electrical components, drive motors, WiFi module, power supply and power cords, and massage motors.

20-Year Period for Bed Frame: The above warranty will apply for 20 years for the bed frame, defined as follows: the metal structure of the adjustable bed system only, and specifically does not include its cover, side rails, decking or legs, or other attachments thereto, such as actuator lift motors, control box, WiFi modules, power supply, power cords, control box or other electrical or mechanical components.

Start of Warranty Period: The warranty periods stated above will commence on the date of the first retail purchase of the adjustable bed system from an authorized RIZE reseller, provided that proof of purchase and warranty registration occur within the time and in the manner set forth below. In the case of replacement parts provided by RIZE, the warranty will apply to the original warranty period and will not extend beyond such period.

NO OTHER WARRANTY EXPRESS OR IMPLIED: The foregoing express warranty is the only warranty by RIZE and all other express warranties or warranties implied by law or otherwise (including without limitation, any implied warranty of fitness for a particular purpose) are hereby denied and disclaimed to the full extent permitted by applicable law.

EXCLUSIONS FROM WARRANTY: Loss, damage, malfunctions or other defects caused in whole or in part by any one or more of the following are not covered by any warranty and neither RIZE nor the seller shall be responsible for them: ordinary wear and tear; damage not directly caused by a defect covered by this express warranty; failure to comply with this user Manual and/or any other

user instructions issued by RIZE for use and maintenance, including without limitation, weight limits and operation; modifications not performed by RIZE; use of any parts, components, or accessories that are not supplied by RIZE for the specific product and installed by an authorized RIZE service provider; use of the product for purposes or in a manner not expressly intended by RIZE as described in this Manual or any other misuse or abuse; storage or use outside of home or other exposure to the elements; dampness; or transportation or other handling by anyone other than RIZE.

EXCLUSIVE LIMITED REMEDY: The sole and exclusive remedy for any item which fails to meet the express written warranty set forth above shall be, at RIZE's option, either repair or replacement of the defective item. RIZE may require reasonable evidence of the existence of a defect, and RIZE customer service staff will discuss specific requirements with the purchaser based on the defects identified by the purchaser. Replacement parts will be provided at no cost to the purchaser, provided that the defective parts are delivered to RIZE, unless RIZE instructs otherwise in the claims process (see below). Subject to advance approval by RIZE, it will also pay reasonable shipping costs for returns requested by RIZE and replacement parts or bedding systems.

CLAIMS PROCESS: Prior to contacting RIZE, please refer to the TROUBLESHOOTING section of this Manual and also ensure that use and maintenance instructions in this Manual have been followed. **The following process must be followed to initiate a warranty claim:** (1) during the applicable warranty period stated above, contact RIZE customer service to initiate the claim and provide proof of status as the original retail purchaser from an authorized RIZE products reseller and prior timely registration of the product (see PRODUCT REGISTRATION below); (2) identification of suspected defect and compliance with RIZE requests for documentation or other evidence of the defect, such as return of parts to RIZE, the cost of which will be paid by RIZE if the defect is confirmed by it or inspection by an authorized RIZE service technician or other person approved in writing for that purpose by RIZE; and (3) remedy by RIZE as stated herein.

LIMITATION OF LIABILITY: In no event shall RIZE be liable for incidental or consequential damages of any kind or nature whatsoever caused by or arising out of any product defects, and the sole and exclusive remedy shall be repair or replacement of defective items within warranty to the extent and in the manner provided herein.

All product names, brands, and trademarks are the property of their respective owners.