

# MATTRESS PROTECTOR AND ENCASEMENT WARRANTY (10 YEAR)

Your Rize Home Mattress Protector and/or Encasement will be replaced or repaired at our option if it is defective due to faulty workmanship or materials within ten years from date of purchase, subject to the limitations described in this warranty.

This warranty covers any defects in mattress protector/encasement materials or workmanship. It is subject to the full warranty exceptions provided here and contingent upon making a claim within seven days of damage. The warranty also covers mattress stains caused by defects in the mattress protection product. All coverage is dependent upon the following:

1. Within 30 days of purchase, review full warranty details and register your product at [rizehome.com](https://rizehome.com) which will validate your purchase and help process your warranty in the unlikely event of a claim.
2. For mattress coverage, purchase a Rize Home Mattress Protector or Encasement on the same invoice/receipt as your mattress purchase with a clearly defined date of purchase.
3. Any coverage of mattress staining or damage must be shown to have occurred while the mattress was covered by a Rize mattress protection product.
4. Care for your product following these instructions:

Wash with towels or other bedding in warm water and normal detergent. Do not use bleach. Dry on low heat with like items or air dry. *Drying the mattress protection product on high or medium heat will void your warranty.* Do not wash or dry alone. Do not iron or dry clean. Do not allow product to become ripped, torn, cut, burned, used without sheets, or abused in any manner.

This warranty runs for 10 years from the date of purchase. Please maintain your proof of purchase and follow the required care guidelines.

The warranty does not cover: 1) misuse or abuse; 2) failure to follow required care instructions by drying on medium or high heat and/or without other towels or bedding and/or using bleach, bleach detergent and/or ironing, dry cleaning; 3) normal wear and tear, including rips, tears, or normal soiling; 4) stains or damage caused by or related to inks, markers, paint, nail polish, cosmetics, bleach, grease, corrosives, alcohol, dyes, solvents, burns, fire, natural disaster, flood, theft, vandalism, or any other loss covered under an insurance policy; 5) damage caused by any liquid exceeding sixteen ounces, specifically

pet or human urine, blood, sweat, excrement, etc.; 6) frame, bed, base, or other structural problems, and/or electrical appliance malfunctions; 7) mattresses not correctly fitted with the appropriate size protection; 8) mattresses used for commercial, institutional, outdoor, or rental purposes; 9) damages caused by extraordinary use inside or outside the bedroom; or 10) stains or damage caused to the mattress when the Rize Home protection product was not being used correctly to cover the mattress.

Claim Process: Rize Home, at its sole discretion will: 1) in the case of a claim for a protector/encasement, replace or refund any protector/encasement that proves to be defective in materials or workmanship; 2) in the case of a claim for mattress stain or damage: Rize Home will send a cleaning kit, have the mattress professionally cleaned, replace the surface fabric, or replace the mattress with equivalent construction through your local retailer at our discretion not to exceed \$5,000 retail cost.

In the unlikely event you have a claim, please do not contact the retailer. E-mail [warranty@rizehome.com](mailto:warranty@rizehome.com) to submit your warranty claim with a picture of the defective product and a picture of your original receipt/invoice clearly showing the purchase date and product(s) purchased. If submitting a claim regarding a mattress stain or damage, a picture of the law tag from the mattress is also required showing mattress style, brand, and production date. Mattress warranty claims must be made within seven days of liquids penetrating the waterproof barrier of the protector/encasement. As part of the claims process, the defective protection product must be returned to Rize Home for inspection. The customer shall be responsible for any and all transportation costs associated with this warranty.

Your Rights: 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. We are only required to service the faulty stain and/or repair or replace your protector/encasement product.