

# Warranty

## We stand behind our products with industry-leading warranties so you can rest assured.

At Rize Home everything we do is in support of comfort. Hand-in-hand with providing outstanding customer service is covering every product with the best warranty possible. We put as much care into the warranties covering our products as the products themselves to make sure you never have to worry about anything you buy from Rize Home.

Click a link below to view our corresponding warranty policy:

- [Adjustable Bed Warranty](#)
- [Bedding Support Warranty \(Lifetime Limited\)](#)
- [Bedding Support Warranty \(5 Year\)](#)
- [Hospitality and Commercial Bedding Support Warranty](#)
- [Mattress Warranty \(10 Year\)](#)
- [Mattress Warranty \(5 Year\)](#)
- [Pillow Warranty \(5 Year\)](#)
- [Zippered Pillow Warranty \(3 Year\)](#)
- [Non-zippered Pillow Warranty \(3 Year\)](#)
- [Furniture Warranty](#)
- [Parts & Accessories Warranty](#)
- [Mattress Protector & Encasement Warranty \(15 Year\)](#)
- [Mattress Protector & Encasement Warranty \(10 Year\)](#)
- [Mattress Protector & Encasement Warranty \(5 Year\)](#)
- [Mattress Protector & Encasement Warranty \(1 Year\)](#)
- [Bedding Warranty](#)

### Adjustable Bed Warranty

Warranty information is specific to each bed model. Please review your manual for updated and more specific information. Find a list of available adjustable bed manuals [here](#). Register your adjustable bed [here](#) to help with any troubleshooting if you ever have questions.

For Rize parts and accessories purchased separately see our [Parts & Accessories Warranty](#) below.

The warranty does not cover any reimbursement of labor costs and does not apply to any product which has been altered or subjected to misuse, negligence, or accident.

## **Bedding Support Warranty (Lifetime Limited)**

All of our bedding support products have been tested for durability, so we know they can last. We also know that nothing is perfect all the time, and that's why our bed frames, bed rails, and other bedding support products are covered by a limited lifetime warranty. If a bedding support product you buy from us breaks as a result of defective material or workmanship, we will replace it at no cost to you, or give you a full refund of your original purchase price (less applicable tax), at our option. Product used in commercial type settings, such as but not limited to dormitories, hotels and rentals are only warranted to the original purchaser against defects in material and workmanship for up to ninety (90) days from the date of purchase. This is good for as long as you own the product. Just contact us with your proof of purchase and we'll make sure you get a replacement or refund as quickly as possible. Any refunds will be in the form of the original payment.

The warranty does not cover any reimbursement of labor costs and does not apply to any product which has been altered or subjected to misuse, negligence, or accident.

To make a claim under this warranty, contact us at [warranty@rizebeds.com](mailto:warranty@rizebeds.com) to exchange information as to the claimed defect, to provide us with your original purchase receipt (which receipt is required to make a warranty claim), and to coordinate the return of defective product, product replacement or refund. Do not return any product to us without our prior authorization.

We make no other warranties. ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED WHERE ALLOWED BY LAW. Some states do not allow disclaimers of implied warranties, so the above limitation may not apply to you.

WE ARE NOT RESPONSIBLE FOR ANY OF YOUR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow limitations on incidental or consequential damages, so the above limitation may not apply to you.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE OR COUNTRY TO COUNTRY.

## **Bedding Support Warranty (5 Year)**

Rize Home, at its option, will repair, replace at no charge, or refund the purchase price of your Rize Home product if it becomes unserviceable within five years of purchase as a result of any defect in material or workmanship. This Five Year Limited Warranty is not transferable and coverage terminates if the original consumer sells or otherwise transfers the product. Proof of purchase is required for warranty claims. Product used in commercial type settings, such as but not limited to dormitories, hotels and rentals are only warranted to the original purchaser against defects in material and workmanship for up to ninety (90) days from the date of purchase. This warranty covers the steel components of the frame. This warranty does NOT cover glides and other miscellaneous parts, nor damage caused by abnormal conditions or use other than as a bedding support product.

### **If you wish to make a claim**

In the event of a problem that you think is a defect, please follow the claim process outlined below:

Place warranty claim within 30 days of your notice of the problem via the online Warranty Inquiry Form, found at [rizehome.com](http://rizehome.com). Fill in all requested information noted on the form. Be sure to include proof of purchase and documentation (pdfs, pictures, or videos) showing the issue.

If additional information or assistance is needed, please email to [warranty@rizehome.com](mailto:warranty@rizehome.com) or call 855-581-3095.

### **Exclusions - Additional Terms and Conditions**

Rize Home excludes coverage for products that are altered, abused, subjected to negligence or accident, or used for a purpose other than intended. This warranty does not cover any reimbursement of labor, shipping costs, nor any product not properly installed.

THIS FIVE YEAR LIMITED WARRANTY REPLACES ALL OTHER WARRANTIES EXPRESSED OR IMPLIED INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PURPOSE AND NO ONE IS AUTHORIZED TO ASSUME OR UNDERTAKE FOR RIZE HOME OTHER LIABILITY IN CONNECTION WITH THE SALE OF THE PRODUCT.

In no event shall Rize Home be liable for incidental or consequential damages sustained in connection with the product or its use. Some States do not allow the exclusion or limitation of incidental or consequential damages or the exclusion of implied warranties or the limitation on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

### **Legal Rights**

This warranty provides you with specific legal rights. You may also have additional rights which may vary from state to state.

## **Hospitality and Commercial Bedding Support Warranty**

Rize Home is committed to providing high-quality hospitality and commercial steel bedding products. We stand behind the durability and workmanship of our products and provide this 5-Year Limited Warranty to give you peace of mind.

### **Coverage Details**

Rize Home, at its sole discretion, will repair, replace, or refund the purchase price of your Rize Home product if it becomes unserviceable within five years of purchase due to defects in material or workmanship.

### **Warranty Terms and Conditions**

This 5-Year Limited Warranty is effective as of the date of purchase and covers hospitality and commercial steel bedding products from Rize Home for a period of five years from the original purchase date and is only applicable to the original purchaser and is not transferable. Coverage terminates if the original purchaser sells or otherwise transfers the product.

Products used in commercial settings, including but not limited to dormitories, hotels, and rentals, are warranted to the original purchaser against defects in material and workmanship for up to five (5) years from the date of purchase when properly installed.

### **If you wish to make a claim**

In the event of a defect, please follow the claim process outlined below:

Place warranty claim via the online Warranty Inquiry Form, found at [rizehome.com](https://www.rizehome.com). Fill in all requested information noted on the form. Be sure to include proof of purchase and documentation (pdfs, pictures, or videos) showing the issue.

If additional information or assistance is needed, please email to [warranty@rizehome.com](mailto:warranty@rizehome.com) or call 855-581-3095.

### **Exclusions - Additional Terms and Conditions**

Rize Home excludes coverage for products that are altered, abused, subjected to negligence or accident, or used for a purpose other than intended. This warranty does not cover any reimbursement of labor, shipping costs, nor any product not properly installed.

This 5-Year Limited Warranty replaces all other warranties, whether expressed or implied, including the implied warranties of merchantability and fitness for purpose. No one is authorized to assume or undertake any other liability on behalf of Rize Home in connection with the sale of the product.

In no event shall Rize Home be liable for incidental or consequential damages sustained in connection with the product or its use. Some states do not allow the exclusion or limitation of incidental or consequential damages or the exclusion of implied warranties or the limitation on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

## Legal Rights

This warranty provides you with specific legal rights. You may also have additional rights which may vary from state to state.

For any questions or concerns regarding this warranty, please contact Rize Home's Consumer Product Division at [warranty@rizehome.com](mailto:warranty@rizehome.com).

## Mattress Warranty (10 Year)

The Warranty Period begins on the date of purchase shown on your sales receipt and offers a 10-year limited warranty. This Limited Warranty is only valid for the original purchaser of the product with proof of purchase.

For ALL CopperBreeze (rz) products: If a manufacturing defect occurs during the Warranty Period, at our discretion repair or replacement of your mattress will be provided after a complete inspection and determination that the damage is a result of a manufacturing defect during normal use. Defects include lasting sagging or body impressions exceeding .75" or more on all CopperBreeze products (excluding rz3 with 1" tolerance) provided the mattress has been supported by an appropriate foundation/frame system during its use. Support systems should include a center rail or at least five cross slats.

For ALL Serenity (s1, s2) products: If a defect occurs during the first five years of the Warranty Period, at our discretion repair or replacement of your mattress will be provided after a complete inspection and determination that the damage is a result of a manufacturing defect during normal use. Defects include lasting sagging or body impressions exceeding 1.5" or more provided the mattress has been supported by an appropriate foundation/frame system during its use. Support systems should include a center rail or at least 5 sturdy cross slats. In the sixth through tenth year of purchase for (s1, s2), the above rules apply however you will be responsible for all related charges not to exceed the current retail price less a credit for the remaining prorated value of the mattress (10% of the mattress price for each full year remaining on the 10-year limited warranty). If the covered mattress is no longer in production, we will choose a comparable mattress and the same prorated formula will be used.

In ALL cases, transportation costs of the product to and from the store or factory, as applicable, are not covered by this Limited Warranty and are the responsibility of the purchaser. If the identical product or cover is not available for replacement, our company may substitute a part or cover of comparable value. In the event of repair or replacement, the Warranty Period shall continue from your original purchase date.

What is not covered by this warranty?

- Claims made by anyone other than the original purchaser of the product.
- Product that is purchased from an unauthorized dealer.
- Structural damage from using an improper bed frame (see care instructions above).
- Structural damage from not using the mattress in conjunction with an approved foundation or equivalent.
- Burned, stained, or soiled fabric, even if the product is defective.
- Damage due to abuse such as bending, standing on, or jumping on the mattress.
- Comfort or firmness preference of the purchaser.
- Body impressions less than .75" on CopperBreeze rz products (excluding rz3 with 1" tolerance) and impressions less than 1.5" on Serenity (s1, s2) products. Body impressions less than the amounts indicated are caused by the natural compression and settling of quality upholstery materials and are not considered a manufacturing defect. They are an indication that the upholstery layers are conforming to your body's individual contours.

- Floor models and bedding sold “as-is”
- Normal wear of mattress fabrics.
- Transportation costs of the product to and from the store or factory, as applicable.

ANY AND ALL IMPLIED WARRANTIES ON THIS PRODUCT, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXCEED IN DURATION THE TERM OF THIS LIMITED WARRANTY. THE SERVICE TERMS STATED IN THIS LIMITED WARRANTY SHALL BE THE CONSUMER'S SOLE AND EXCLUSIVE REMEDY IN THE EVENT OF PRODUCT FAILURE DURING THE WARRANTY PERIOD. OUR COMPANY SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF THIS PRODUCT OR INABILITY TO USE THIS PRODUCT, OR FOR THE BREACH OF THIS OR ANY OTHER EXPRESS OR IMPLIED WARRANTY.

This Limited Warranty is valid only in our company's specific trading areas and gives you specific legal rights that may vary from region to region\*. Your product meets the requirements of Flammability Standards & Compliance, 16 CFR 1633, when your mattress is used alone or with one of the foundations specified on the 1633 law. Although your product meets flammability standards, its flame resistance may be impaired if any of the following occur: a non-matching mattress and foundation are used together; or the outer cover of the mattress or foundation is damaged, torn or punctured.

How to make a warranty claim:

Make sure to register your mattress through [Product Registration Form](#). If you discover a defect in your mattress, please contact us or an authorized dealer where you made the purchase. A copy of the original bill of sale is needed to determine the original date of purchase and the purchase price. The label containing the model name and the law label must be attached to identify the bedding and validate this Limited Warranty. You must be the original purchaser of the product for this Limited Warranty to be valid.

## **Mattress Warranty (5 Year)**

The Warranty Period begins on the date of purchase shown on your sales receipt and offers a 5-year limited warranty. This Limited Warranty is only valid for the original purchaser of the product with proof of purchase.

If the defect occurs within the first year of purchase, we will repair or replace at our option and without charge the defective mattress.

If the defect occurs in the second through fifth year following purchase, we will attempt to repair the defective covered mattress. If the mattress needs to be replaced, you will be responsible for all related charges not to exceed the current mattress price minus a credit for the remaining prorated value of the mattress (20% of the current mattress price for each year remaining on the five year limited warranty). If the covered mattress is no longer available, we will choose a comparable mattress and the same prorated formula will be used.

In ALL cases, transportation costs of the product to and from the store or factory, as applicable, are not covered by this Limited Warranty and are the responsibility of the purchaser. If the identical product or cover is not available for replacement, our company may substitute a part or cover of comparable value. In the event of repair or replacement, the Warranty Period shall continue from your original purchase date.

What is not covered by this warranty?

- Claims made by anyone other than the original purchaser of the product.
- Product that is purchased from an unauthorized dealer.
- Structural damage from using an improper bed frame (see care instructions above).

- Structural damage from not using the mattress in conjunction with an approved foundation or equivalent.
- Burned, stained, or soiled fabric, even if the product is defective.
- Damage due to abuse such as bending, standing on, or jumping on the mattress.
- Comfort or firmness preference of the purchaser.
- Floor models and bedding sold "as-is".
- Normal wear of mattress fabrics.
- Transportation costs of the product to and from the store or factory, as applicable.

ANY AND ALL IMPLIED WARRANTIES ON THIS PRODUCT, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL NOT EXCEED IN DURATION THE TERM OF THIS LIMITED WARRANTY. THE SERVICE TERMS STATED IN THIS LIMITED WARRANTY SHALL BE THE CONSUMER'S SOLE AND EXCLUSIVE REMEDY IN THE EVENT OF PRODUCT FAILURE DURING THE WARRANTY PERIOD. OUR COMPANY SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF THIS PRODUCT OR INABILITY TO USE THIS PRODUCT, OR FOR THE BREACH OF THIS OR ANY OTHER EXPRESS OR IMPLIED WARRANTY.

This Limited Warranty is valid only in our company's specific trading areas and gives you specific legal rights that may vary from region to region\*. Your product meets the requirements of Flammability Standards & Compliance, 16 CFR 1633, when your mattress is used alone or with one of the foundations specified on the 1633 law. Although your product meets flammability standards, its flame resistance may be impaired if any of the following occur: a non-matching mattress and foundation are used together; or the outer cover of the mattress or foundation is damaged, torn or punctured.

How to make a warranty claim:

Make sure to register your mattress through [Product Registration Form](#). If you discover a defect in your mattress, please contact us or an authorized dealer where you made the purchase. A copy of the original bill of sale is needed to determine the original date of purchase and the purchase price. The label containing the model name and the law label must be attached to identify the bedding and validate this Limited Warranty. You must be the original purchaser of the product for this Limited Warranty to be valid.

## Pillow Warranty (5 Year)

Your Rize CopperBreeze™ memory foam pillow will be replaced or repaired at our option if it is defective due to faulty workmanship or materials within five years from the date of purchase, subject to the limitations described in the full warranty here.

This warranty covers any defects in materials or workmanship. It is subject to the full warranty exceptions and contingent upon making a claim immediately upon notice of defect. The warranty does not include minor softening of the product upon use, which is normal for bedding materials. All coverage depends upon completion of the following:

1. Within 30 days of purchase, review full warranty details and register your product at [www.rizebeds.com](http://www.rizebeds.com), which will validate your purchase and help process your warranty in the unlikely event of a claim.
2. Save this warranty card and your invoice/receipt (with a clearly defined date of purchase) for 5 years.
3. Care for your product following the required care instructions:

The memory foam core is NOT washable. Use a high-quality pillowcase and keep your Rize pillow free from liquids and other substances which may damage the properties of the memory foam. The CopperBreeze pillow cover is machine washable. Carefully remove the cover from the foam core and zip the cover closed before washing. Wash in warm or cold water with like items and normal detergent. Do not use bleach. Dry on low heat with like items or air dry. Drying the cover on high or medium heat will void your warranty. Do not iron or dry clean. Do not allow product to become ripped, torn, cut, burned, used without a pillowcase, or abused in any manner.

## **Zippered Pillow Warranty (3 Year)**

Your Rize Home pillow will be replaced or repaired at our option if it is defective due to faulty workmanship or materials within three years from the date of purchase, subject to the limitations described in the full warranty here.

This warranty covers any defects in materials or workmanship. It is subject to the full warranty exceptions and contingent upon making a claim immediately upon notice of defect. The warranty does not include minor softening of the product upon use, which is normal for bedding materials. All coverage depends upon completion of the following:

1. Within 30 days of purchase, review full warranty details and register your product at [www.rizehome.com](http://www.rizehome.com), which will validate your purchase and help process your warranty in the unlikely event of a claim.
2. Save this warranty card and your invoice/receipt (with a clearly defined date of purchase) for 3 years.
3. Care for your product following the required care instructions:

The memory foam or down alternative core is NOT washable. Use a high-quality pillowcase and keep your Rize Home pillow free from liquids and other substances which may damage the properties of the memory foam.

The pillow cover is machine washable. Carefully remove the cover from the memory foam or down alternative core and zip the cover closed before washing. Wash in warm or cold water with like items and normal detergent. Do not use bleach. Dry on low heat with like items or air dry. Drying the cover on high or medium heat will void your warranty. Do not iron or dry clean. Do not allow product to become ripped, torn, cut, burned, used without a pillowcase, or abused in any manner.

## **Non-zippered Pillow Warranty (3 Year)**

Your Rize Home pillow will be replaced or repaired at our option if it is defective due to faulty workmanship or materials within three years from the date of purchase, subject to the limitations described in the full warranty here.

This warranty covers any defects in materials or workmanship. It is subject to the full warranty exceptions and contingent upon making a claim immediately upon notice of defect. The warranty does not include minor softening of the product upon use, which is normal for bedding materials. All coverage depends upon completion of the following:

1. Within 30 days of purchase, review full warranty details and register your product at [www.rizehome.com](http://www.rizehome.com), which will validate your purchase and help process your warranty in the unlikely event of a claim.
2. Save this warranty card and your invoice/receipt (with a clearly defined date of purchase) for 3 years.
3. Care for your product following the required care instructions:

The memory foam or down alternative core is NOT washable. Use a high-quality pillowcase and keep your Rize Home pillow free from liquids and other substances which may damage the properties of the memory foam.

DO NOT put pillow or foam insert in the washer or dryer. They should not be submerged in water or oversaturated.

To Clean: Use a soft, not abrasive cloth with mild liquid detergent solution and spot clean with damp cloth only.

Allow pillow to air dry thoroughly.

Do not allow product to become ripped, torn, cut, burned, used without a pillowcase, or abused in any manner.

## **Furniture Warranty**

We stand behind all our furniture, and that's why all our wood, upholstered, and metal furniture products are covered by a 3-year limited warranty. If a piece of furniture you buy from us breaks as a result of defective material or workmanship, we will replace it at no cost to you, or give you a full refund of your original purchase price (less applicable tax), at our option. This is good for the first three years that you own the product after the original purchase date. Just contact us with your proof of purchase and we'll make sure you get a replacement or refund as quickly as possible. Any refunds will be in the form of the original payment.

The warranty does not cover any reimbursement of labor costs and does not apply to any product which has been altered or subjected to misuse, negligence, or accident.

To make a claim under this warranty, contact us at [warranty@rizebeds.com](mailto:warranty@rizebeds.com) to exchange information as to the claimed defect, to provide us with your original purchase receipt (which receipt is required to make a warranty claim), and to coordinate the return of defective product, product replacement or refund. Do not return any product to us without our prior authorization.

We make no other warranties. ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED WHERE ALLOWED BY LAW. Some states do not allow disclaimers of implied warranties, so the above limitation may not apply to you.

WE ARE NOT RESPONSIBLE FOR ANY OF YOUR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow limitations on incidental or consequential damages, so the above limitation may not apply to you.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE OR COUNTRY TO COUNTRY.

## **Part & Accessories Warranty**

Our parts are made to last a lifetime. If a part purchased on [Rizebeds.com](http://Rizebeds.com) breaks as a result of defective material or workmanship, we will replace it at no cost to you or give you a full refund of your original purchase price (less applicable tax), at our option. This is good for as long as you own the product. Just contact us at [warranty@rizebeds.com](mailto:warranty@rizebeds.com) with your proof of purchase and we'll make sure you get a replacement or refund as quickly as possible. Any refunds will be in the form of the original payment.

## **Mattress Protector and Encasement Warranty (15 Year)**

Your Rize Mattress Protector and/or Encasement will be replaced or repaired at our option if it is defective due to faulty workmanship or materials within fifteen 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 [rizebeds.com](http://rizebeds.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 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 15 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 protection product was not being used correctly to cover the mattress.

**Claim Process:** Rize, 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 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@rizebeds.com](mailto:warranty@rizebeds.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 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.

## **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](http://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.

## **Mattress Protector and Encasement Warranty (5 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 five 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](http://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 5 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.

## **Mattress Protector and Encasement Warranty (1 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 one year 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](http://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 1 year 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.

## Bedding Warranty

Warranty information is specific to each model. Please review your manual for updated and more specific information. Find your manual [here](#).

---

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.