

# Mattress Warranty

## 10 Year Limited Warranty

Cariloha warrants that this product is free from defects in workmanship and materials and will remain serviceable under normal use and service for the limited warranty period, from the date of delivery, subject to specific limitations and expectations subsequently set forth in the limited warranty.

This limited warranty covers any deterioration in the cell-structure of the material that causes the mattress to have a visible indentation greater than three-fourths (3/4) of an inch, not associated with a sag in the foundation, box springs, or platform. It also covers any physical flaw in the mattress that causes the material to split or crack despite normal usage and proper handling. Should the product develop defects for reasons other than misuse or neglect within the limited warranty period, Cariloha guarantees that this mattress will be replaced or repaired at our option, without cost to you, should it be deemed defective because of faulty workmanship, or structural defects, excluding the specific limitations contained herein.

In the event identical materials are not available to be used in the replacement or repair for product, we reserve the right to substitute other materials of equal or greater quality. Proof of purchase and the date of manufacture of the product are required. The law label on the product will serve as a means of establishing the date of manufacturer. Removal of the law label will void this limited warranty. A receipt, or canceled check, or other acceptable documentation can serve as proof of purchase.

This limited warranty is valid only to the original purchaser of the product. You must provide proof of purchase for any limited warranty claim. Warranties are made only to the original retail purchaser and do not cover merchandise purchased or used, secondhand, or distressed.

All warranties contained herein shall not apply if the product or cover has been physically damaged, burned, cut, torn or is abnormally soiled or unsanitary. The manufacturer reserves the right to refuse service when the product is found to be stained, soiled, in unsanitary conditions or when product failure is due to cause of misuse or abuse. These warranties do not cover normal wear and tear.

The Limited Warranty does not apply under the following conditions and circumstances:

- If the product is found to be unsanitary.
- When product failure is due to causes other than defective workmanship or materials.
- If the mattress is used on a frame or bed rails without a continuously solid support surface.
- If there is damage to the outer fabric of the cover including wear and tear.
- If this product is used for commercial purposes.
- If purchaser does not produce proof of purchase.
- If the purchaser finds the mattress does not meet their comfort preference.

Cariloha does not warrant against mold due to the fact that the environment the product is kept in once purchased is out of its control. Please note that visco memory foam, latex foam and polyurethane foam should never get wet or be kept in an environment with excessively high humidity.

Cariloha does not warrant that this mattress is suitable for any medical conditions or that it will protect the user against bacteria, viruses or other organisms.

Cariloha does not warrant against normal increases in softness of the foam material or a decrease in the elasticity of the foam material. Normal use will result in signs of routine aging. Slight body impressions may appear in the normal course of use, and some changes may occur in the support characteristics. This indicates your bedding is adjusting to your body to enhance comfort and should not be considered a manufacturer defect.

Failure to follow the manufacturer's use and care instructions may void the limited warranty. All implied warranties shall be limited to the period of this Limited warranty unless otherwise required by applicable federal or state law. Some states do not allow limitations on how long a limited warranty lasts, so consequently, the limitations may not apply.

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