

LUASleep™ NON-PRORATED WARRANTY

This warranty runs from the date of purchase. Length of warranty is based on product type:

LUA-6 & LUA-10 Products	5 Year
Hybrid Cool Series Products	10 Year
Visco Cool Series Products	10 Year
LR Series Products	10 Year

WHAT LUASleep WILL DO

LUASleep, at its sole discretion, will repair or replace any product that proves to be defective in materials or workmanship.

HOW STATE LAW APPLIES

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

HOW TO GET SERVICE

Please fully complete the form available at luasleep.com/support and we will contact you within 3 business days about your claim. Please keep your original receipt and a copy of it so that we may process your warranty request with speed and accuracy. A photo or scan of it and photos and descriptions of the defect will be required to properly process your claim.

WHAT IS COVERED

This warranty covers any defects in materials or workmanship, with the exceptions stated below. This is a LUASleep warranty and does not cover any additional coverage offered by individual stores or other points of sale in or outside of the United States of America.

WHAT IS NOT COVERED

The warranty applies only to the original purchaser and does not cover: (a) misuse or abuse; (b) failure to follow care instructions by (i) drying in dryer (ii) using bleach or bleach detergent (iii) ironing (iv) dry cleaning or (v) not completely drying the cover before putting back on the mattress; (c) wear and tear, including rips, tears, or soiling; (d) fabric stains or damage caused by or related to: (i) inks, nail polish, cosmetics, bleach, non-food related grease, corrosives, alcohol, dyes, or solvents (ii) burns or fire, natural disaster, flood, theft, vandalism, or any other loss covered under an insurance policy (iii) structural problems or appliance malfunctions (iv) more than two pints of liquid; (e) mattresses not correctly fitted with the mattress protector; (f) mattresses used for commercial, institutional, or rental purposes; (g) normal changes in softness or resilience (including impressions less than 1 inch in depth); (h) stains; or (i) damage caused by uneven platform or box foundation support; (j) bedding sold "as is"; or floor samples, or bedding purchased from second hand parties, non-retail establishments or received as a promotional item; (k) or any personal comfort preference changes.

All Law Tags must be attached to the products for our warranty to be properly and efficiently processed. Your receipt is your proof of purchase. Please make a copy of your receipt at the time of purchase along with any supporting documents from your original point of sale.