

# Warranty Policy

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**Warranty Warning:** Any opening or tampering with the control box, motors, remote or hand controls will void the warranty. Do not alter component wiring or modify the structure of the product in any way or the warranty will be voided. Only allow those **AUTHORIZED** to conduct repairs and/or part replacements on your adjustable bed to secure the product warranty.

**Intended use:** Adjustable Bed Frames are intended for In-Home Residential use. Any changes, alterations, modifications or unauthorized attachments to any part of this product will void the warranty. Exceeding the recommended weight limits for this product will also void the warranty.

**Warranty Claims:** If a potential issue with your product arises and you wish to make a claim, you must contact customer service at to process your claim. Must keep the original sales receipt that was received from the retailer at the date of purchase along with the model number for any warranty claim.

## **MUST KEEP ORIGINAL RECEIPT/INVOICE FROM YOUR RETAIL STORE AS PROOF OF PURCHASE.**

1. Warranties are non-transferable and only given to the original retail purchaser of the Adjustable bed.
2. Your Adjustable bed is warranted against any defects of (1) All parts of the Adjustable Bed for a period of 5 (Five) years; (2) The metal frame for a period of 20 years from the warranty commencement date (purchasing date). We will send replacement parts for any defective part to the purchaser at no cost upon notice during the first 5 years from the warranty commencement date. The purchaser may be required to return the defective part to Manufacturer.
3. Warranty shall not apply if (1) the damage is caused by the purchaser, (2) there has been any repair or replacement done by an unauthorized person, (3) the adjustable base has been mishandled through physical or electrical abuse or misuse, or operated in an improper manner that is inconsistent with the instructions outlined in the Adjustable Bed Base Instruction Manuals, (5) there is any costs for unnecessary service calls.

**Please note:** The decision to repair or replace components shall be made by the manufacturer. The repair or replacement of any part of this product should be for the sole purpose of the purchaser. The manufacturer shall bear no liability for any special, indirect or incidental damages arising from a warranty claim or repair; or on any damage, claim or loss not covered by the terms of the Adjustable Bed warranty.

**Additionally:** There are some states that prohibit the exclusion or limitation of incidental or consequential damages. Various states also limit the exclusion of implied warranties or the limitation on how long an implied warranty lasts, so any listed limitations or exclusions may not be applicable. The legal rights of the purchaser vary from state to state.

**In Home Service:** The manufacturer has contracted with ServeCo. to provide In-Home service covered under the warranty period. During the warranty period of the Adjustable Bed, ServeCo. will provide In-Home service for a period of:

**5 year full warranty on all parts/labor.  
20 year on metal frame.**

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If a potential issue arises with your Adjustable Bed, you must first contact the manufacturer with the contact information below. The manufacturer will do initial troubleshooting with the customer to determine if issue can be solved or In-Home Service is required to resolve the issue. If it is determined that In-Home service is necessary, the manufacturer will contact ., and place a service order for repair. . will then contact the purchaser and schedule In-Home service of the Adjustable Bed. It is the policy of ., that once the customer has replied to schedule an appointment for In-Home service, a technician will make service visit to customer within 2 weeks of the date from which In-Home service appointment was originally scheduled to MOST zip codes. The purchaser must provide the manufacturer with a valid product serial number for claims to be honored. Serial numbers are affixed to the product itself.