

RESPONDA/ FLEX

“Limited” Warranty Dealer Exchange Program

Model	Full Replacement	50% Trade-In
Contura Collection	Classic Dreams Collection,	0 month thru 60 months
Natural Posture Collection	Comfort Cool Collection,	61 months thru
Tranquil Sleep Collection	Cool Dreams Collection,	120 months
Eco Dream Collection	Cushion Flex Collection,	
Groove 5” Mattress,	Eco Lux Collection, Flex	
Groove 7” Mattress	Form Collection, Luxarest,	
	Reflex Support Collection	
	Nuvo Rest Collection, Sure	
	Sleep Collection, Sensa	
	Sleep Collection	

Trade-In Value of Current Manufacturers Suggested Retail Price

Trade-In value means that *esponda Flex* or its authorized *Responda Flex* dealer will offer a credit of 50/20% of the current manufacturer’s suggested retail price for a defective component, this credit to be applied towards the purchase of a replacement component or complete bed from *Responda Flex* or its authorized dealer. See above chart to calculate trade in value.

Sales and use taxes, plus shipping and handling charges are the responsibility of the consumer. Consumer is required to deliver damaged product to the authorized *Responda Flex* dealer.

This warranty is between *Flex* and the original purchaser and is valid only when accompanied by the original purchaser’s sales receipt showing original date of purchase and location of purchase. Replacements under this warranty revert back to the date of original purchase for future warranty.

or its authorized *Responda Flex* dealer can accept or reject warranty claims based on its findings. This warranty applies in normal residential use only. can make substitutions as required of materials, components, and sub-components of comparable value and utility. This warranty is limited to product repair or replacement (to be determined by

This warranty assures that: Cover will remain serviceable and free of runs and tears. Edge tape stitching will not become defective. The foam core will not crumble, bow out, or become deformed. The box foundation parts will stay intact and not break. It DOES NOT APPLY TO tears, punctures, or cuts caused by accidents, abuse, improper installation of components, or any negligence by the consumer or user. It is understood that this does not include a normal increase of softness in the *Responda/Flex* material or a decrease in the slow recovery feature which does not affect pressure relief.

Certain items are not covered by this warranty. These include, but are not limited to the following:

1. Components subjected to abuse including abuse intended to simulate failure.
2. Damages caused by shipper, dealer, or installation crew.
3. Any part which merely exhibits normal wear, yet functions essentially as new, including stretching of materials and stitching.
4. disclaims liability for any aspect of installation and any inconvenience caused by a defective part of a component.
5. Tears, punctures, or any damage caused by improper installation, moving of the bed or use.
6. Failures attributed to improper design or function of associated components not manufactured by
7. Yellowing of the foam – this can occur naturally and does not affect the performance of the bed.
8. Items sold “as is” or floor models.
9. Body Impressions 2” deep or greater on only one side.
10. Comfort Preference.

To make a claim, return the defective part along with your original sales receipt to an authorized *Responda Flex* dealer. If there is not a dealer in your area, send a copy of the original sales receipt along with a brief description of the problem to: All items must be sent postage prepaid along with \$15.00 to cover the cost of shipping & handling for items that can be sent with UPS. All other items will be charged the actual freight cost. Repairs or replacement will be made at the company’s option. This is the entire exclusive express limited warranty. The manufacturer neither makes nor is responsible for any other warranties, either expressed or implied, including those of retailing dealers. **Any and all liability for breach of warranty, as well as damages for incidental or consequential losses including but not limited to water damages, are expressly denied.**

Warranty return is limited to only the single affected component*