# **Conditions of Limited Warranty Coverage**

Only defects in material and workmanship are covered by corrective repair or replacement as specified in Old West Mattress Company, LLC's limited warranty. Approval of corrective repairs or replacement must be given by an authorized Old West Mattress Company, LLC representative or the retailer where you purchased your product. Remedial action on the mattress does not automatically extend to the foundation. This limited warranty is granted only to the original purchaser. Proof of purchase and law tag are required before any warranty consideration may begin. Cost of processing warranty claims including, but not limited to, in-home inspections and transportation costs are the responsibility of the buyer.

# Length of Coverage

The limited warranty provides coverage for your sleep set from the date of purchase, per the schedule attached. Once used, the limited warranty period is not extended or renewed.

# **Bedding Care a Must**

To qualify for service under this limited warranty, the mattress and foundation, with the exception of the defect to be remedied, must be in good condition and not otherwise damaged or abused. Bedding with fabric stains; soiling or burns negates this warranty. You can help preserve your warranty rights on your Old West Mattress Company, LLC bedding by following these do's and don'ts:

One-sided beds rotate regularly at lease once every three months.

Two-sided beds turn over end to end and rotate regularly, at least once every three months.

Please us a high quality mattress pad to protect your mattress from stains and soiling.

You must use the proper frame support. Be sure that a queen and king size frame has the proper center support. A bed with a headboard/footboard set up must also have proper center support for queen and king size.

Handles are for positioning the mattress only. Do not use them to carry or turn the mattress.

If you remove the law tag, keep it with your receipt as you will need it for your limited warranty claim.

Do not let kids jump on your new sleep set. Rough housing can cause damage to the interior of your new sleep set. It is also dangerous to your kids.

Do not bend or fold your new sleep set as it can cause damage to the interior construction and permanently bend the border wires.

# The Limited Warranty Covers...

#### Mattress

- Loose, broken wires and coils.
- Body impressions of 1 ½ inches or greater on all sleep surfaces.
- Mattress sagging, but only when adequate foundation has continuously been used to support the mattress and an appropriate frame with a proper center support having at least one center leg has been used.
- Wires that are protruding through the fabric.

#### **Foundation**

- Loose or broken wire.
- Sagging, but only when continuously supported by and an appropriate frame or base.
- Splitting or breakage of defective wood beams.

# The limited Warranty Does Not Cover...

#### Mattress

- Body impressions of less than 1 ½ inch.
- Comfort preferences.
- Sheet fit.
- Bedding sold "as is".
- Mattress damage due to an inappropriate foundation. A mattress is designed for full performance when used in conjunction with a matching foundation as part of a total sleep set.
- Bed height.
- Transportation costs.
- Covers, including burns, soiling and stains.
- Handles (should be used to position mattress on foundation.
   Should NOT be used to support the full weight of the mattress).
- Damage to the product due to customer abuse including standing or jumping on the sleep set.
- The cost of processing a warranty claim, sets or individual pieces.

#### **Foundation**

- Border wires, on the perimeter of both the mattress and foundation, that can become bent due to bending or moving the sleep set.
- Damage due to using an improper bed frame or support system. The limited warranty applies to queen and king size mattress and foundation ONLY if it is used in an appropriate frame with a rigid center support having at least one center leg, or five cross slats with at least two center legs.
- The cost of processing a warranty claim, sets or individual pieces.

# **Warranty Exclusions**

- Body impressions- One-sided mattresses should be rotated from side to side every three months and two sided mattresses should be turned and rotated every three months.
- Cover (fabric)- Warranty will not apply when stains, soil, burns and other indications mark the results of obvious abuse or improper care or maintenance.
- Handles- Mattress handles, when present, are not designed to support the full weight of the mattress. They are to be used only to help position the mattress on the foundation.
- Bent border wires.
- Decorative ticking.
- Bedding not bought in sets.
- Eyelets and vents if present.
- Lack of sufficient center supports to the foundation of king and queen mattresses.
- All costs of processing warranty claims including transportation to and from the factory or retailer where purchased or in-home inspection when required to validate product failure within the scope of the Old West Mattress Company, LLC warranty.
- You must have the law tag and receipt for warranty consideration.

# Warranty Code On Law Label

Your Warranty code, on the law label attached to each Old West Mattress Company, LLC mattress and foundation, is needed to validate the length of your warranty.

		FULL	
CODE	TOTAL	NON-PRORATED	PRORATED
WY-A	1	1	0
WY-E	5	5	0
WY-J	10	10	0
WY-C	5	1	4
WY-D	10	1	9

# Congratulations!

Old West Mattress Company, LLC bedding is manufactured to exacting standards, both as to the high quality materials that we use and the skilled craftsmanship of our employees that make the mattress and foundations. Although none is expected, Old West Mattress Company, LLC warrants against manufacturing defects in materials and workmanship.

All warranty claims should be handled through the dealer where you originally purchased your Old West Mattress Company, LLC products, notice of such defects, date and proof (original receipt) of purchase, as well as law tag should be given to your dealer.

If such notice is received during the term of this limited warranty, with our approval, the defect will be repaired or replaced without charge. The owner of the defective item will be responsible for the freight, handling and redelivery of the repaired or replaced item.

## **Non Prorated Full Coverage:**

During this warranty, Old West Mattress Company, LLC will not charge purchaser to repair or replace purchaser's mattress if it is deemed defective, but any transportation costs associated with the repairs or replacements are purchaser's responsibility.

## **Prorated Coverage:**

During this warranty, Old West Mattress Company, LLC will, at its option, repair the mattress at a handling cost to purchaser, or replace the mattress at a prorated charge to the purchaser plus transportation costs. If Old West Mattress Company, LLC replaces the mattress, the prorated replacement charge purchaser pays will depend on when the mattress is replaced. During the prorated coverage period the prorate customers prorated charge will be determined by dividing the products age by the total warranty length in years, multiplied by the product's original purchase price. If identical materials are not available, the manufacturer reserves the right to substitute materials of equal quality.

This warranty gives you specific legal rights and you may have other rights which vary from state to state. If you are unable to reach the Old West Mattress Company, LLC retailer where you made your purchase, write directly to:

OLD WEST MATTRESS COMPANY, LLC 1055 S. JASON ST. DENVER, COLORADO 80223 (303) 777-6683



# LIMITED WARRANTY



DENVER, COLORADO