

I. The Custom Comfort Standard Warranty

The mattress (set) that you purchased under this warranty is: **to be free of any and all manufacturing defects and materials defects of any kind (for duration of warranty please see Warranty Code Chart)**. Custom Comfort **will repair or replace the warranted product during the term of the warranty if it is defective in manufacture or materials**. No other express warranty is given and no other affirmation of Custom Comfort, or its Agents, by words or action not contained herein will constitute a warranty.

This Warranty is subject to the following terms and conditions:

1. Only the original purchaser is covered by the Custom Comfort Warranty (i.e. The Warranty is not transferable to subsequent owners of the mattress (set). You must retain your original receipt as proof of purchase.
2. Comfort dissatisfaction **does not constitute a defect in the manufacturing or materials of any mattress (set)**. However, we do offer:

The Custom Comfort "Comfort Commitment"

- (a) We offer comfort adjustments (firmer or softer) on most mattresses (sets) we provide. Individual mattress classifications/types have unique characteristics so they cannot be adjusted to duplicate the feel of another mattress type. We are here to help if your new mattress needs to be made a little firmer or softer. This is intended to "fine-tune" your mattress and is a minor adjustment (one adjustment with no charge for labor).
- (b) You must give your body ample time to get used to your new mattress (set). We recommend a period of at least two (2) weeks before you contact us for an adjustment. Custom Comfort reserves the right to postpone service until two weeks from the date of delivery. Custom Comfort **will make one adjustment (firmer or softer) with no labor charge within three hundred sixty five (365) days of delivery**. Custom Comfort is not bound or obligated to resolve comfort issues after three hundred sixty five (365) days from the date of delivery. Services provided for comfort issues will be done at the sole discretion of Custom Comfort.
- (c) Adding extra padding or a pillow-top or upgrading to higher quality cushioning materials or coils will incur a charge due before the service is performed. There are no refunds for any services, additions, or upgrades provided. Additionally, there are no refunds when something is removed due to the fact that it has been used. Transportation costs are the sole responsibility of the consumer. This service is available exclusively to the original purchaser.

II. Disclaimer and Additional Information

1. Your warranty covers your new mattress (set) when being used appropriately. If your mattress (set) shows signs of abuse, your warranty will be void.
2. Slight impressions in the surface of your mattress will develop over time in the areas where you sleep. Impressions of one inch (1") or less constitute normal, acceptable wear and are not covered by this warranty. Proper maintenance (spinning and flipping) of the mattress (set) should be done regularly according to the mattress care guidelines in order to ensure even wear and promote longer life for your mattress. **Wear is expected and is not warranted**. See www.customcomfortmattress.com for care instructions.
3. If you are going to reuse your existing foundation/box spring or frame, it must be in good condition without any bent or broken parts or damage of any kind. If it is determined, at the time of delivery, that your foundation/box spring or frame is not in good condition, you must replace it or your warranty will be void. Additionally, Queen and king size mattresses (sets) must have adequate support in the center of the bed to prevent it from caving in or your warranty will be void. This applies to metal frames, slatted furniture, platform beds, or any other structure on which your mattress will lie.
4. Platform beds must have ample ventilation for the mattress to breathe and dissipate moisture. If you place your mattress on a solid platform, it will be prone to mold or mildew which are not covered by the warranty. Custom Comfort is not responsible for mold, mildew, burns, or a stain of any kind on your mattress (set) and any resulting damage there from is not covered by the warranty.
5. Bent or broken foundations or mattress border rods are not covered by the warranty as this kind of damage can only result from abuse or improper handling.
6. The handles on your mattress are there to help you position it on your foundation/box spring. Never pick up the entire weight of the mattress by the handles as this could cause them to tear off. Handles that have been torn off and any resulting damage is not covered by the warranty.
7. You should never jump, dive, or flop on your mattress (set). These activities are not safe and can damage your mattress (set). Custom Comfort is not responsible for injuries caused by jumping, diving, or flopping on your mattress (set), any resulting damages are not covered by the warranty.

We reserve the right to refuse service in order to protect the health and safety of our employees if your mattress is deemed to be in unsanitary condition. Repair or replacement does not extend your original warranty or initiate a new warranty. Custom Comfort may substitute materials of equal or higher quality during repair. Transportation costs are not covered by the warranty and are the sole responsibility of the consumer.

Warranty Code Chart

Code	Type of Warranty	Non-Prorated Years
A	10 Year Warranty	2
B	10 Year Warranty	4
C	10 Year Warranty	5
D	10 Year Warranty	7
E	10 Year Warranty	8
F	10 Year Warranty	8
G	15 Year Warranty	10

See Law Label For Letter Code, Warranty will not be honored if Law Label is removed.

The prorated portion that you are obligated to pay for any warranty service will be determined by the cost to repair or replace the damaged item at the time the claim is made. For codes A-F, you will be responsible for 10% of the cost per year of ownership once you have passed the non-prorated portion of the warranty. For instance, if you purchased a product with warranty code C and you are in the 7th year of ownership then you would pay 70% of the cost plus any transportation fees. For code G you will be responsible for 20% of the cost plus an additional 16% per year after the 10th year of ownership. For instance, if your product has warranty code G and you are in the 12th year of ownership then you will be responsible for 52% (20% + 32% [2 x 16%]) of the cost plus any transportation fees.

Contact 800-851-4233 for all comfort and warranty claims. Our customer service staff will be happy to assist you and answer all of your questions. If needed, an inspection will be scheduled to determine the exact nature and cause of your claim. Warranty service will only be provided if a warranted defect is found. If no warranted defects are found, you may choose to have Custom Comfort perform services for you at our discretion. However, the customer will bear the full cost of such services plus any transportation fees.