GUIDELINES FOR PRESERVING YOUR ZEDBED WARRANTY

DO

1. **Register your warranty at www.zedbed.com** in the event that you lose this certificate (access code: **since1994**).
2. **Keep** your original proof of purchase and warranty certificate.
3. **Use** a box spring and mattress cover with your Zedbed.
4. **Allow** 30 days for any potential odor created by new materials to fully disappear (not harmful to your health).
5. **Allow** a minimum 60-day trial period following delivery date so that your body can get accustomed to the unique comfort of your new Zedbed.

DO NOT

1. In order to preserve your warranty, it is very important that you do not:
2. **Clean** or wash the mattress with any stain remover
3. **Wet** the mattress—moisture will damage the pressure relief material
4. **Expose** the mattress to direct sunlight.
5. **Use** electric blankets or heating pads of any kind
6. **Store** the mattress in an upright position
7. **Fold** the mattress without allowing the materials to adapt to room temperature.
8. **Flip** the mattress (the pitted surface must always be on the top)
9. **Use** a mattress cover that doesn't protect against liquids
10. **Sit** on mattress edges/sides.

Rights reserved by Zedbed:

Zedbed Corporation International Inc. reserves the right to replace or repair defective materials and models by others of equal or better quality. No warranty is provided regarding the colours and fabrics of the alternate model that replaces the original model.

The following are excluded from the Zedbed limited warranty:

- Any mattress that has been damaged as a result of improper use, product negligence, improper storage, or folding.
- The normal increase of mattress flexibility or a slower response in material "bounce-back", which are aspects that don't affect the quality of the pressure relief materials.
- The deterioration of cell structure from imprints of less than two centimeters (2 cm).
- Mattress stitches/seams are not considered a deterioration of cell structure; rather, a technology developed to provide you with maximum comfort.
- The level of comfort preference
- Temporary new mattress odor
- The normal increase in mattress softness
- **Mold, dirt, stains, burns, and tears**
- Any mattress kept in an unsuitable area: too humid, too hot (above 40 degrees Celsius) or too cold (below 10 degrees Celsius)
- Any mattress purchased from a dealer not authorized by the manufacturer, or purchased from an individual.
- The use of cleaning fluids may damage the fabric and materials in your mattress. Allowing water or other liquids to penetrate your mattress may damage the layers of upholstery, causing materials to compress. Either of these situations may result in damage that will invalidate your warranty.
- Any damage to the mattress resulting from inadequate bed support or a box spring that is too soft. Your Zedbed mattress is designed to provide optimal support only when used with matching box spring.
- The purchaser assumes the actual costs of transportation, shipping and handling incurred during the execution of the warranty.

***Definition of an inadequate structure**

Frame with sleepers (less than 2 inches wide) with more than 2 inches of separation OR metal frame without cross central AND/OR structure without middle/centre support foot.

*Zedbed recommends structures that allow for mattress ventilation.

Limited manufacturer warranty from Zedbed International Inc.

What to do for after-sales service

For all after-sales inquiries or service calls, please contact your original dealer directly. This helps speed up the customer service process

Conditions applicable to warranty

The limited warranty is only valid if the following conditions are met:

1) You are the original purchaser of the mattress and you purchased your mattress or box spring from an authorized dealer.

2) You have the original proof of purchase (copy of the invoice or original receipt). Please note that credit card statements do not constitute valid proof of purchase.

3) All company and legal mattress labels/tags must be intact in order to certify the model.

Start of warranty: The warranty is effective on the date of purchase of your new mattress or box spring. A copy of the original invoice is required to establish the date of purchase.

Full Warranty Coverage
From the 1st to the 10th year

Zedbed Corporation International Inc. offers full coverage for 10 years from the date of purchase (see exclusions). In order to benefit from full warranty coverage, the mattress must be supported by an adequate structure for optimal performance. If the structure is determined to be "inadequate", as defined below, the warranty is no longer valid. (see definition of "inadequate structure")*

Some mattress models feature a washable cover, which comes with a one-year warranty against defects in workmanship or primary materials based on normal usage. The warranty is not valid in cases of misuse, including burns, tears or holes caused by sharp or tapered objects, improper handling or improper cleaning.

Prorated Limited Warranty
From 11th year to 25th year

Zedbed Corporation International Inc. undertakes, at its option, to repair or replace the mattress at a cost prorated against the remaining warranty period. The purchaser assumes the actual costs of transportation, shipping and handling incurred during the execution of the warranty:

- If the mattress is replaced in the tenth year, the replacement cost will amount to fifty (50) percent of the original purchase price at the time of claim
- If the mattress is replaced after the eleventh year, the prorated charge will increase by four percent (4%) per year thereafter. For example: a replacement cost of 54% of the original purchase price at the time of claim if the replacement takes place in the twelfth year; and a replacement cost of 58% if it takes place in the thirteenth year.

CONGRATULATIONS! AND THANK YOU FOR CHOOSING ZEDBED FOR ALL YOUR SLEEP NEEDS!

We are pleased to welcome you into our growing family. You have chosen a product recognized for its many health benefits and limited ecological footprint. By investing in a Zedbed mattress, you will enjoy a truly unique and restful sleep experience.

You have also chosen a quality product made entirely in North America and specifically tailored for your comfort. Our skilled craftspeople assemble every Zedbed mattress by hand according to the highest quality standards. So from this day forward, you can rest assured of a good night's sleep.

Important: Registering your warranty.

WE INVITE YOU TO REGISTER YOUR ZEDBED PURCHASE IMMEDIATELY. TO DO SO, YOU MUST REGISTER YOUR WARRANTY IN THE **WARRANTY** SECTION AT **WWW.ZEDBED.COM** (access code: **since1994**). That way, we will keep a copy of your warranty for the next ten years. This helps us provide you with the very best customer service and product peace of mind.

Sincerely,

Mario Gélinas
President

Alain Gélinas
Vice President

WARRANTY USER GUIDE MAINTENANCE

Zedbed

ZEDBED.COM

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