**Warranty Card**

This warranty is designed to protect you from defects related to the product design and construction. The warranty begins from the day you purchase your product and continues according to the “Warranty Schedule” found on this card. In the event, we repair or replace your product, this warranty continues your protection from the original date of purchase. If you are unable to transport the product, there will be a transportation charge of $99.99 + applicable taxes which will include pickup and drop of the product.

Your warranty covers the following items during normal wear:

**Traditional Spring Mattress:**

* Tears in the mattress fabric around the border wires (only if your mattress is covered with quilted fabric)
* Coils or wires that are loose, broken, protrude, or rip through fabric.
* Body indentations of 1.5" or greater.
* Sagging: Your mattress must be continuously supported by a matching box spring, or equivalent, with an appropriate frame. The frame should include a rigid centre support with at least 5 legs or a rigid centre support with at least 5 hardwood cross slats for Queen and King sets. A rigid centre support is equal to a support that extends from the frame to the floor.

**Foam Mattress:**

* Tear in the mattress fabric around the border wires (only if your mattress is covered with quilted fabric)
* Body indentations of 1.5” or greater
* Sagging: Your mattress must be continuously supported by a matching box spring, or equivalent, with an appropriate frame. The frame should include a rigid centre support with at least 5 legs or a rigid centre support with at least 5 hardwood cross slats for Queen and King sets. A rigid centre support is equal to a support that extends from the frame to the floor.

**Box Spring:**

* Splits in the wood frame.
* Squeaks, rattles, or noises.
* Bent, loose, or defective beams and/or centre support rail.
* Loose or broken box spring wire.
* Compression modules/ Stapling of modules.

**Warranty coverage does not include:**

* “Damage due to stains caused by food, drinks, soiling, burns, cosmetics or bodily fluids may void the mattress warranty. Most stains can be avoided by using a mattress protector. For manufacturer’s warranty coverage against most stains, it is recommended that you purchase a mattress protector.
* Border wires, which run along the perimeter of the mattress and foundation, bent due to moving or bending the mattress set
* Structural damage from using an improper bed frame (frame with a rigid center support having at least 5 legs or a rigid center support with 5 hardwood cross-slats are acceptable)
* Floor Model Bedding
* Mattress or box spring damage due to abuse, including, but not limited to, folding, bending, and standing or jumping on the mattress.
* Normal wear and tear of mattress fabric and materials.

*Rishi Mattress has the right to refuse repair/replacement upon assessment of the mattress and/or box spring. If product is found to be in unsanitary condition or when product failure is caused by other than defective materials or workmanship the warranty will automatically be invalid.*

The following is the warranty schedule for all our products:

|  |  |  |  |
| --- | --- | --- | --- |
| **Product Name** | **Total Limited Warranty Period** | **Period for no charge repair\* or replacement** | **Extended Warranty** |
| ***Soft Foam*** | **5** | **1** | **$89.99 + 2yrs** |
| ***Smooth Top Mattress*** | **5** | **1** |
| ***Orthopedic Deluxe*** | **5** | **2** | **$149.99 + 2yrs** |
| ***Ultra Royal King*** | **5** | **2** |
| ***Gold Millenium PillowTop*** | **5** | **2** |
| ***Ortho-Comfort PillowTop*** | **5** | **2** |
| ***Princess PillowTop*** | **10** | **3** | **$229.99 + 2yrs** |
| ***Pocket Coil PillowTop*** | **10** | **3** |
| ***Latex Foam Mattress*** | **10** | **3** |
| ***High Density Foam Mattress*** | **10** | **3** |
| ***Medium Density Foam Mattress*** | **10** | **3** |
| ***Extra Firm PillowTop*** | **10** | **3** |
| ***Memory Foam Mattress*** | **5** | **2** | **$149.99 + 2yrs** |
| ***Custom Mattress*** | **5** | **2** |
| ***Box Spring*** | **10** | **3** | **$229.99 + 2yrs** |

*\*\*Should your product require service after the completion of period for no charge, the customer will be given a quote on repair. Should the product require replacement the customer will be charge the same dollar amount at time of original purchase. (Proof of purchase required.) \*\**

*\*\*Extended warranty may be purchased at any point within the first year of purchase, your receipt will be proof of purchase for extended warranty plan. \*\**

**Furniture**

All furniture sold within Rishi Mattress is covered for one year. We offer a ***single incident repair*** within the first year. *Rishi Mattress is liable to cover* ***one claim*** *per product, for the first year of purchase. Should the product require additional repair, the customer is subject to cover all costs.*

Warranty includes the following:

-Rips and Tears: all fabrics, including vinyl, bonded, and faux leathers, -Cracking and peeling: bonded and faux leathers

-Failed Stitching, seam separation

-All moving parts

-Defective construction

-Faulty joints/springs

**Warranty does not include:**

-Abuse/physical damage, regular wear and tear, zipper malfunctions and/or other detailing such as gems, buttons, studs, etc., all stains, transportation costs & floor models

Tips to help maximize the benefits of your mattress and help you get the most out of your investment:

1. Rotate/Flip: By rotating/flipping your mattress regularly, it will help it wear more evenly. For a brand-new set, we recommend rotating/flipping every 2 weeks for the first 4 months. Then every3-4 months after that along with your box spring!
2. Try and avoid sitting at the edge of the mattress. Sitting at the edge can cause the mattress to lose its structure prematurely and sag.
3. Avoid the jumps! Jumping on the mattress is always a bad idea, it is not safe and can cause serious damage to your mattress. Jumping damages, the coils and fibers of the mattress.
4. Mattress Protector! While fitted sheets can help protect the mattress, to keep all stains and dirt out its better to use a mattress protector. Make sure when purchasing a mattress protector, it is waterproof and washable. Also, some mattress protectors provide extra padding, protection from allergens and bedbugs!
5. Regularly clean your mattress. Use your household vacuum and quickly sweep the mattress to prevent dust build up and keep it healthy.
6. To clean up spills: dab with warm soapy water, however avoid getting the area more wet than you must since moisture creates a breeding ground for mold. Then let it dry completely before making the bed.
7. Handle with care when your moving the mattress. Tossing, bending and handling the mattress roughly can severely damage the coils.
8. Ensure proper support for your mattress. If the mattress is not supported properly, the foundation of the mattress will begin to sag and prevent you from getting a good night’s sleep.