



**SINOMAX®**

## 5 YEAR WARRANTY

Thank you for purchasing Awaken By Joan Lunden, a Sinomax USA memory foam product.

Like Joan, at Sinomax we promote wellness enhancement and create the highest quality, durable memory foam bedding products. We stand behind the design and craftsmanship with which our products are made; therefore, all Sinomax products are warranted against defects in material and workmanship.

**CUSTOMER CARE**  
**1.877.726.3888**  
[www.sinomax-usa.com](http://www.sinomax-usa.com)

### What is Covered?

Sinomax warrants that this product will be free of defects in fabric cover and memory foam material. Covers include those on pillows and mattress toppers only, excluding mattress covers. Defects are defined as any malfunction or null performance due to workmanship or faulty material.

### How Long is the Coverage?

The limited warranty begins on the date of purchase and extends for the period indicated on the product packaging exterior.

### How do I Register My Product?

All product registrations can be entered online at [www.sinomax-usa.com](http://www.sinomax-usa.com). Although your information will be stored in our database, please keep a copy of your original receipt and registration confirmation for reference.

### How will Sinomax Resolve Defect Claims?

If a defect covered under the limited warranty is discovered and brought to our attention, Sinomax may replace the damaged product. During the limited warranty period, if a replacement is required, Sinomax reserves the right to substitute materials of equal or lesser quality if the like components are not available. A copy of original receipt and image of the damaged product will be required for claim review. Replacements are limited to once during the life of the warranty. Warranty periods do not restart upon receipt of a replacement product and are only valid starting from the time of original purchase.

### What is not Included in the Warranty?

Sinomax makes no warranty beyond what is contained in this limited warranty. We are not responsible for the following:

- Damages or charges due to personal transportation handling, following store purchase
- Damage caused by unsanitary conditions on or near product
- Damage due to improper use of product and care for product as indicated in included instructions\*
- Damage caused by usage on uneven or irregular surface such as air mattresses, sofa beds or floors\*\*
- Discomfort due to personal medical conditions
- Discomfort due to odor hypersensitivity
- Protection against bacteria, viruses or specific medical ailments
- Normal increase in softness of the memory foam material or decrease in elasticity (slower recovery)
- Personal comfort level

\*Full installation and care instructions are included in this package. Should you have any doubts or questions, contact customer service or visit our website.

\*\*This product is designed to perform as indicated on an even supportive foundation only such as platform beds, slatted frame with horizontal center supports or a traditional mattress. Damage caused by usage on uneven or irregular surface such as air mattresses, water beds, sofa beds, adjustable beds or floors will void warranty.