

5-SIDED MATTRESS PROTECTOR LIMITED LIFETIME WARRANTY AND CARE GUIDE

Congratulations on making an excellent decision to purchase the 5-Sided Mattress Protector and its warranty. Since the 5-Sided Mattress Protector is waterproof it prevents stains and moisture from reaching your mattress if cared for properly. This added protection acts as a warranty saver on your mattress since most manufacturers will not honor a warranty on a stained or soiled product. Subject to the terms of this warranty, if your mattress cannot be cleaned to sanitary condition, PureCare will replace your mattress at no charge (exclusive of transportation costs) to you during the term of the mattress manufacturer's warranty period.

PURECARE OFFERS TWO WARRANTIES:

(1) a stain warranty for the mattress you have purchased IF you have purchased the mattress and the 5-Sided Mattress Protector together; and
(2) a manufacturer's warranty on the 5-Sided Mattress Protector itself.

If you do not purchase a mattress at the same time that you purchase your 5-Sided Mattress Protector, then only the second warranty listed above applies to your purchase.

WARRANTY TERM:

If your 5-Sided Mattress Protector is purchased with a new mattress and this warranty, then the warranties provided herein shall be for the duration of the warranty you have purchased with your new mattress, running from the date of purchase. Further, if the mattress warranty is pro-rated, then this warranty is similarly pro-rated. For example: if your mattress has a ten year warranty, then this warranty will continue for 10 years; if your mattress comes with a 25 year warranty, then this warranty will be for 25 years (in each case unless voided or satisfied as provided below).

If you purchase the 5-Sided Mattress Protector only, then this warranty shall only relate to the cleaning and/or replacement of the 5-Sided Mattress Protector, and this warranty shall be for a term of 10 years from date of purchase (unless voided as herein provided).

CLEANING INSTRUCTIONS AND CARE GUIDE:

Follow these cleaning instructions and you'll not only keep your 5-Sided Mattress Protector clean and sanitized, but you'll also take steps necessary to keep this warranty in effect. The 5-Sided Mattress Protector is machine washable in hot water and can be dried on high heat. During the drying cycle, please reposition several times to avoid scorching. Any common household detergents and pre-wash stain removers can be used. Between machine washings, the 5-Sided Mattress Protector can be cleaned without removing from mattress or pillows by brushing or vacuuming. PureCare recommends laundering the 5-Sided Mattress Protector once a month to avoid build up of hair and body oils. For directions on cleaning a mattress please call PureCare's Customer Service at 1-800-758-8563.

Do not attempt to clean your mattress or remove stains with household cleaners as this will void the 5-Sided Mattress Protector warranty for your mattress.

NOTE:

Ironing or dry cleaning your 5-Sided Mattress Protector or using cleaners containing solvents or bleaches compromises the fabric's waterproof properties and will void the warranties for both the mattress and the 5-Sided Mattress Protector.

For additional cleaning and care tips or to register your 5-Sided Mattress Protector, visit our web site at www.purecare.com or call toll free 1-800-758-8563.

WARRANTY COVERAGE:

This warranty is valid to the original purchaser (or a household member of the original purchaser) of a new mattress and/or new 5-Sided Mattress Protector for residential use only and is not transferable. This warranty covers spills, stains, accidental cuts, rips and tears of the 5-Sided Mattress Protector during normal household use and covers all beverages and food normally consumed by humans and pets, and all bodily fluids from humans and pets except as specifically disallowed (see "Warranty Exclusions" below).

SERVICE PROCESS; LIMITATIONS:

If, within the warranty period, your 5-Sided Mattress Protector requires replacement, a new protector will be sent to you via UPS, Fedex, DHL, the U.S. Postal Service or another courier selected by PureCare along with a pre-paid call tag for return of the damaged or defective protector. Protectors must be returned within 30 days to maintain active warranty status. A replacement 5-Sided Mattress Protector is covered for a period of ten years from date of delivery/pick up of your mattress at no charge. Warranty will be void if the original/damaged 5-Sided Mattress Protector is not returned within 30 days of receipt of the replacement. Replacement of protector is limited to three (3) replacements during the warranty period. Mattress replacements are limited to one per purchase of the 5-Sided Mattress Protector with a new mattress, and a one-time mattress replacement completes and fulfills PureCare's mattress warranty.

If, within the warranty period, mattress ticking absorbs a stain through the 5-Sided Mattress Protector that cannot be removed with a cleaner recommended only by PureCare, PureCare's Warranty Claims Department will then arrange for a professional cleaning company to service the stained area at no charge to the original purchaser. Once a claim has been initiated, the service call must be arranged within ten (10)

business days and PureCare or their service agents must be allowed access to the mattress in order to perform the necessary work. Failure to arrange this call within ten (10) business days or to allow PureCare or its service agents access to the mattress will void this warranty.

If the authorized cleaning technician cannot remove the stain(s) on the mattress, PureCare will purchase a new mattress of equal value to the original mattress purchased through the selling retailer. Replacements have no cash value. Delivery, any tax or set up arrangements as well as transportation and disposal charges, if any, are the responsibility of the consumer and/or the selling retailer. If selling retailer is not available to service replacement, PureCare's liability will be limited solely to purchase price of the 5-Sided Mattress Protector and its warranty. In no event will PureCare be responsible for a ticking match.

CUSTOMER RESPONSIBILITIES:

In order to qualify for the mattress stain warranty and mattress service outlined above, the 5-Sided Mattress Protector must have been purchased with a new mattress that was delivered / picked up soil- and stain-free from the store where purchased. The mattress and 5-Sided Mattress Protector must appear on the same invoice to qualify for extended warranty service. The 5-Sided Mattress Protector must be applied to the mattress at all times.

Proof of purchase (original sales receipt and warranty documents) is required for all claims. Stains must be reported no later than five (5) business days after occurrence. Failure to report stains in a timely manner will void this warranty.

ACCUMULATING STAINS ON YOUR MATTRESS OVER TIME IS DEEMED NEGLIGENCE AND WILL VOID THESE WARRANTIES.

The warranties will be void if the purchaser a) attempts to remove stain(s) through any other methods or with any other cleaners or stain removers than those provided or recommended in writing by PureCare, b) launders or cleans the 5-Sided Mattress Protector in any manner other than those specified in this warranty, or c) applies the 5-Sided Mattress Protector improperly onto the mattress or attempts to turn or move mattress without first removing the 5-Sided Mattress Protector from the mattress.

OTHER WARRANTY EXCLUSIONS:

Mattresses used for commercial, institutional, or rental purposes, or related to the following stains/situations: stains resulting from medical incontinence or medical conditions, unknown stains, stain(s) present for an unknown period of time, overall staining, harsh caustic acids, dyes and dye transfers, willful destruction; bleaches; improper laundering and/or cleaning methods/agents, sweat stains or build up of hair and body oil stains due to failure to launder protector on monthly basis, ironing, burns; multiple stains that have accumulated over time; stains caused by delivery or moving damage; mattresses that have been mishandled, abused, neglected; willful destruction or exposure directly or indirectly to the elements (sun, rain, etc.); damage related to turning or moving mattress; ticking that is non-colorfast; cuts, rips or tears caused by animals (repeated pet bodily fluid stains are considered preventable and are not covered); stains caused during commission of a crime, natural disasters and acts of God (including fire, flood, hurricane, tornado, burst pipes, etc.); stains not resulting from a failure of the 5-Sided Mattress Protector; stains resulting from a 5-Sided Mattress Protector that has been physically compromised by rips, tears, cuts or animal damage; stains on a box spring/foundation, carpet or flooring due to run off or any loss that is covered under an insurance policy.

IMPORTANT NOTE:

This warranty does not relieve mattress manufacturer's obligation to service and/or replace mattress as outlined in mattress manufacturer's warranty for any reason other than if an independent service agent deems mattress unsanitary.

NO EXPRESS WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR EXPRESS WARRANTY OF ANY OTHER NATURE IS GRANTED HEREIN. NO ONE IS AUTHORIZED TO ASSUME FOR PURECARE ANY LIABILITY IN CONNECTION WITH THE USE OF THE 5-SIDED MATTRESS PROTECTOR OTHER THAN LIABILITY EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY. THE DURATION OF ALL IMPLIED WARRANTIES IS LIMITED TO THE PERIOD FROM THE DATE ON WHICH THE 5-SIDED MATTRESS PROTECTOR WAS PURCHASED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. YOUR RIGHTS UNDER THIS WARRANTY ARE YOUR EXCLUSIVE REMEDIES FOR ANY FAILURE OF THE 5-SIDED MATTRESS PROTECTOR TO COMPLY WITH ANY EXPRESS OR IMPLIED WARRANTY. PURECARE SHALL NOT BE LIABLE IN EITHER TORT OR CONTRACT FOR ANY LOSS OR DAMAGE, WHETHER DIRECT, CONSEQUENTIAL, OR INCIDENTAL ARISING OUT OF THE USE OR INABILITY TO USE THE 5-SIDED MATTRESS PROTECTOR OR ANY BREACH BY PURECARE OF ANY EXPRESS OR IMPLIED WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE. KEEP THIS WARRANTY INFORMATION ALONG WITH YOUR SALES RECEIPT FOR FUTURE REFERENCE AND WARRANTY CLAIMS. 2014