

1 Mlily Way, Winnsboro SC 29180

## **MANUFACTURER WARRANTY CARD**

**LIMITED WARRANTY COVERAGE:** This limited warranty covers any manufacturing defect that is present prior to the time of use, and any manufacturing defect that causes any and all abnormal deterioration of the internal core component (fiber or foam) and/or the cover. In the event that a manufacturer defect or product failure occurs, Healthcare SC LLC, reserves the right to replace, repair, and or remedy the defective product with a solution to the specific defect and or replace the defective item with a similar item of equal or greater value. This warranty does not imply nor warrant the product for any normal wear and tear that the consumer experiences with normal use. This warranty is not longer valid if the product is soiled, stained or in an unsanitary condition or found to be defective due to abuse or any use other than the intended use.

**IF A WARRANTY PROBLEM OCCURS:** Our helpful and knowledgeable Customer Service Team at Healthcare is here to assist you. Simply email: [customer.support@hkfoamusa.com](mailto:customer.support@hkfoamusa.com) (in office: 8:00am – 5:00pm EST, Monday through Friday) Please be sure to have any and all important information available, including original receipt and/or proof of purchase.

**\*\* KEEP this WARRANTY CARD & YOUR ORIGINAL RECEIPT/PROOF OF PURCHASE \*\***

**PLEASE NOTE:** Warranties are only valid with the original receipt or proof of purchase. Warranties apply to the original purchaser only and may not be transferred. If the original purchaser sells the product, the subsequent purchaser accepts ownership of the product “as is” and “with all faults”. All transportation/freight charges and/or restocking fees are the responsibility of the purchaser and are in addition to any pro-rated charges. This limited warranty gives you specific rights. You may also have other rights that vary from state to state.

**ODOR DISCLAIMER:** Should you notice a slight odor when unpacking your new, specialty sleep item, do not be alarmed. In some instances, the packaging process and/or the new product manufacturing process may emit a new product odor. This odor is harmless and will dissipate generally within twenty-four (24) to forty-eight (48) hours, depending on the air temperature and the amount of ventilation in your room. This process can be aided by increasing ventilation by opening a window and/or adding a fan.

**CARE RECOMMENDATIONS AND WASHING INSTRUCTIONS:** Please refer to care instructions sewn on product for additional information. ALWAYS follow the Care Instructions Label sewn onto your new Healthcare sleep product. Failure to do so may potentially void your warranty coverage.

### **LIMITED WARRANTY**

LIMITED WARRANTY: TWO (2) TO TEN (10) YEARS FROM DATE OF PURCHASE. (*DEPENDING ON SPECIFIC PRODUCT WARRANTY LENGTH OUTLINED ON PACKAGING*) Exclusive remedy/other limitations: Any and all implied warranties on this product, including any implied warranty of merchantability or fitness for particular purpose shall not exceed in duration the term of this limited warranty, which begins at the date of purchase by the consumer. The service terms stated in this warranty shall be the consumer’s sole and exclusive remedy in the event of product failure during the

warranty period. Healthcare SC, LLC shall not be liable for incidental or consequential damages arising out of the use of this product or the inability to use this product or for the breach of this or any other express or implied warranty.

Healthcare SC, LLC does not warrant this product for any person's medical condition. Healthcare makes no warranty beyond what is contained in writing. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you. This warranty gives you specific legal rights; you may also have other rights which vary from state to state.

Other issues not covered include, but not limited to: comfort preference; odor associated with new product purchase; change in color of foam; damages resulting from failure to properly maintain and/or washing contrary to care instruction beyond TWO (2) TO TEN (10) YEARS FROM DATE OF PURCHASE. (*DEPENDING ON SPECIFIC PRODUCT WARRANTY LENGTH OUTLINED ON PACKAGING*) of purchase date; transportation/freight charges to and/or from the Manufacturing Plant. Healthcare SC, LLC reserves the right to inspect any item thought to be defective by the customer and/or consumer prior to final determination of same.

## THANK YOU

Before you return this product to the retailer, please contact our customer/consumer service team @ [customer.support@hkfoamusa.com](mailto:customer.support@hkfoamusa.com) (In office 8:00am – 5:00pm EST Monday through Friday) THANK YOU

Congratulations on the purchase of your amazing sleep solution product from Healthcare Consumer Products. Memory Foam and Fiber products are temperature sensitive. Shipping these products during the cold winter months may cause your product to feel too firm or hard upon arrival. Please unwrap the product and allow it to rest for a minimum of 48 hours at room temperature in order to acclimate. Most memory foam products are wrapped and sealed immediately following the manufacturing process and have not had time to breathe. You may notice a slight odor when you unpack your products. This is normal for "fresh foam" and will dissipate. Your memory foam product may appear to be out of shape at first, it will recover its normal shape in time.