

# Warranty Information

## Limited Warranty for Mattress Cover

### What Does This Warranty Cover?

Our warranty covers defects in materials and workmanship on the mattress cover of your SWITLIK Mattress to include the integrity of sewn seams and the operational functionality of the zipper systems.

Defects Upon Arrival: Additionally, any visible cosmetic or functional defects found immediately upon unboxing the product are covered for a period of fifteen days from the original date of your order.

### What Does This Warranty Not Cover?

Our warranty does not cover the Sealed Foam Comfort Chamber or tuning valve (which are covered under their own separate limited lifetime warranty). We also do not cover any damage resulting from normal wear and tear, misuse or abuse of the product, discoloration or staining, or acts of nature or individualized personalized preferences related to the comfort of the product.

### What is the Period of Coverage?

Our warranty is pro-rated for a term of five years from the original date of purchase as invoiced. If you make a warranty claim and we provide you with replacement components as a remedy, the warranty period on those components will be equivalent to the remaining warranty from your original purchase. Coverage is non-transferrable and is only valid for the original owner for the Mattress.

Warranty coverage for the mattress cover is pro-rated on the following basis:  
**Year One – Year Two:** Full replacement of mattress cover.



**Year Three – Year Four:** 80% credit towards the price of a replacement mattress cover.

**Year Five:** 60% credit towards the price of a replacement mattress cover.

**Year Six and Beyond:** 10% off the retail price of a new mattress cover with proof of damage.

## **What Will We Do to Correct Problems?**

At our sole discretion, we may repair or replace components deemed to be found to have a defect in materials or workmanship.

## **What Will We Not Do?**

We will not be held liable for damages or costs exceeding the new replacement

## **How Do You Get Service?**

To initiate a warranty claim please contact us by phone or email using the contact information below:

SWITLIK Comfort Technology

Phone: 1-844-SWITLIK

Email: [customerservice@switlikcomfort.com](mailto:customerservice@switlikcomfort.com)

Address: 1325 E State St, Trenton NJ 08609

## **What Must You Do to Keep the Warranty in Effect?**

To keep this warranty in effect you must use, store and care for all mattress components in accordance with your ownership guide. Most importantly, the Sealed Foam Comfort Chamber, mattress cover, and tuning valve must always be used together as one complete Mattress.

**SWITLIK**

# Limited Lifetime Performance Guarantee for Sealed Foam Comfort Chamber

## What Does This Guarantee Cover?

We guarantee the performance and functionality of your Sealed Foam **Sealed Foam**® Comfort Chamber and its ability to remain simply adjustable. This guarantee covers defects in materials and workmanship on your Sealed Foam Comfort Chamber. Also, we cover accidental damage to the outer film and tuning valve on your Sealed Foam Comfort Chamber as described below:

- Rips, tears and punctures in the film not exceeding one inch in length
- Failure of the tuning valve to seal the Sealed Foam Comfort Chamber and allow air to pass through

## What Does This Guarantee Not Cover?

Our guarantee does not apply to your Mattress Cover: which is covered under its own separate warranty or any parts, accessories or components not referenced above. Also, individualized personalized preferences related to the comfort of the product are not covered under our performance guarantee. We will not offer accidental damage coverage if the following conditions have occurred:

- Voids or missing sections of foam in the Sealed Foam Comfort Chamber
- Foreign substance intrusion into the Sealed Foam Comfort Chamber
- Rips, tears and punctures in the film that exceed one inch in length

## What is the Period of Coverage?

Our Limited Lifetime Performance Guarantee is valid for the lifetime of your Sealed Foam Comfort Chamber and is non-transferrable should ownership of your Mattresschange.



## What Will We Do to Correct Problems?

At our sole discretion, we may repair or replace any components found to have a defect in materials or workmanship. If the outer film on your Sealed Foam Comfort Chamber suffers a rip, tear or puncture you may either request a free in-home self-repair kit or you may send your damaged Comfort Chamber to us at your expense. We will perform all eligible factory repairs free of charge outside of shipping costs. Damaged valves will be repaired or replaced at our discretion.

## What Will We Not Do?

We will not be held liable for damages or costs exceeding the new replacement

## How Do You Get Service?

To initiate a Performance Guarantee claim, please contact us by phone or email using the contact information below:

SWITLIK Comfort Technology

Phone: 1-844-SWITLIK

Email: [customerservice@switlikcomfort.com](mailto:customerservice@switlikcomfort.com)

Address: 1325 E State St, Trenton NJ 08609

## What Must You Do to Keep the Guarantee in Effect?

To qualify for our Limited Lifetime Performance Guarantee you must use, store and care for all mattress components in accordance with your ownership guide. Most importantly, the Sealed Foam Comfort Chamber, mattress cover, and **Tap-It-To-Tune-It**® must always be used together as one complete Mattress.

