

# WARRANTY

<b>BASIC</b> <b>BASIC</b> LOWEST PRICE	<b>PLUS</b> <b>PLUS</b> COMFORT & QUALITY	<b>GOLD</b> <b>GOLD</b> EXCLUSIVE QUALITY
5-year warranty	10-year warranty	15-year warranty

JYSK will gladly exchange or replace all qualified customer warranty claims.

JYSK offers trusted brand name mattresses with quality and durability, assuring the customer the most comfortable and healthful night's sleep. The promise is backed by our vendor quality assurance program and one of the most stringent and enforced product quality programs in the home furnishings industry. We will gladly take the defective mattress back, and or even arrange delivery and pick up for the customer as soon as can be arranged.

## Qualification:

- Original proof of purchase (receipt). A credit card or bank statement will not be accepted.
- Identify that the mattress is defective and not being claimed under negligent abuse or scam.
- All mattresses qualified under the warranty must be covered by a mattress protector purchased at JYSK (mattress protectors are non-refundable for hygienic reasons)

## WARRANTY COVERS:

Warranty covers only the following items during normal wear and when a mattress protector has been used:

### **Mattress:**

- Wires that are loose, broken or protruding through fabric
- Sagging that measures 1 1/2" or greater, only if the mattress has been continuously supported by a matching foundation (or equivalent) and used with an appropriate frame and center support, or a minimum of 5 cross slats with center support that extends to the floor.
- Body impressions 1 1/2" or greater

### **Foundation:**

- Broken or loose support elements
- Compression or un-stapling of support elements
- Broken or loose grid top
- Splitting of the wood frame
- Loose, bent or defective wood beams
- Sagging, but only when continuously supported with an appropriate frame with a rigid center support

## WARRANTY DOES NOT COVER:

Warranty does NOT cover items such as, but not limited to:

- Bedding sold "as is", or floor samples, or bedding purchased from second hand parties, non-retail establishments or received as promo item
- Bedding height
- Comfort preference
- Bent perimeter border rods due to moving or bending the sleep set
- Corner guards
- Fabric stains, soiling or burns
- Replacement of another piece in a sleep set, unless it is also defective
- Transportation and inspection costs
- Body impressions less than 1 1/2"
- Sagging in the mattress that measures less than 1 1/2"
- Damage of the mattress or foundation due to abuse
- Mattress damage due to an inappropriate foundation
- Sheet fit
- Mattress fabric
- Latex and Memory Foam Mattresses:  
Normal change in softness and recovery time in these materials over time