

• PROTEC DELIGHT™ MATTRESS PAD •

Luxury Support® 10 Year Limited Warranty

Luxury Support® makes the following warranties to the original purchaser (the "Customer") of this Protec Delight™ Mattress Pad.

10 year double protection warranty. Covers against staining on both the mattress pad & the mattress. Applies to a new mattress purchased in conjunction with this Protec Delight™ Mattress Pad.

Full 10 Year Limited Warranty - Protec Delight Mattress Pad

This Protec Delight™ Mattress Pad is warranted against defects in workmanship or materials for a period of 10 years from purchase. Subject to the terms hereof, Luxury Support® will replace at no cost to Customer any defective Protec Delight™ Mattress Pad.

To qualify for Limited Warranty coverage a claim must be submitted on or before the 10th anniversary of the date of purchase & using the following procedure:

1. Customer should launder the Protec Delight™ as soon as possible after the incident occurred, following recommended care instructions.
2. Customer must register the claim within 5 days of incident by calling 1-800-INNOMAX.
3. Customer must send, at Customer's expense, the damaged Mattress Pad to Luxury Support® for inspection and validation of claim;
4. The Protec Delight™ must be in good condition (e.g., free from any rips, tears or burns);
5. The Protec Delight™, a copy of THIS WARRANTY CARD, and a copy of purchase receipt showing the date of purchase of the Protec Delight™, must be sent to Luxury Support® at the address below.

Luxury Support® will ship a replacement Protec Delight™ at Luxury Support's expense upon receipt of the above items and validation of claim.



Limited Additional Warranty - Mattress

If this Protec Delight™ Mattress Pad is purchased in conjunction with the purchase of a mattress (purchased together) from an authorized retailer of the Protec Delight™, Luxury Support® warrants this Protec Delight Mattress Pad will protect Customer's new mattress from stains on the mattress surface for up to 10 years after the date of purchase of the mattress and Protec Delight™ Mattress Pad. If during the 10 year period, a stain occurs that is covered by this Limited Warranty, subject to the terms hereof, the following will apply:

- A. Luxury Support® will send a cleaning company to remove the stain (Luxury Support® reserves the right to inspect the mattress to confirm eligibility);
- B. If the stain cannot be removed from the mattress surface and the stain occurred within 1 year after the date of purchase of the mattress and Protec Delight™, Luxury Support® will replace the mattress with one of comparable value selected by Luxury Support®.
- C. If the stain cannot be removed from the mattress surface and the stain occurred within years 2 through 10 after the date of purchase of the mattress and Protec Delight™, and the mattress is within the underlying warranty terms on the mattress, Luxury Support®, at its own discretion, will either replace the mattress surface or replace the mattress with one of comparable value selected by Luxury Support®.

To qualify for Limited Warranty coverage on the mattress Customer must: (i) have followed the procedure for replacement of the Protec Delight™ Mattress Pad set out above; (ii) present the original sales receipt for the mattress and the Protec Delight™ to the address below; (iii) be able to demonstrate that the Protec Delight™ was properly in place on the mattress when the stain occurred; and (iv) present the mattress manufacturer's written warranty.

Customer shall pay all service and transportation costs related to replacement of a mattress. A maximum of one cleaning or one claim under paragraphs B, or C. above is allowed under this Limited Warranty and thereafter Luxury Support® obligation to Customer regarding the mattress shall end.

Additional Terms and Conditions

This Limited Warranty does not cover or apply to the following conditions as determined solely by Luxury Support®: (i) mattress protectors used for commercial, institutional, or rental purposes; (ii) damage caused by failure to comply with Luxury Support® instructions for cleaning and use; (iii) mattress protectors that have been neglected, mishandled, or abused (whether in transit or otherwise); (iv) stains or other damage caused by nail polish, inks, cosmetics, bleach, non-food related grease, corrosives, chemicals, alcohol, or dyes; (v) stains or other damage caused by dealers or occurring prior to or during delivery or while the mattress is in or being moved into or out of storage or being moved between residences; (vi) cuts, punctures, or other damage caused by sharp objects that penetrate the Protec Delight™; (vii) stains or other damage caused by, or the result of, mold or mildew; (viii) damage caused by animal beaks, teeth or claws; (ix) stains or other damage caused by or related to fire (including water damage), smoke, flood or other natural disaster, theft or vandalism, or any other loss that is covered under an insurance policy; (x) stains or other damage caused by structural problems or appliance malfunctions such as, but not limited to, leaks from air conditioners, skylights, roofs, water heaters, or water pipes, (xi) normal soiling, wear and tear, (xii) items purchased "as-is", or (xiii) if there has been any attempt to clean a mattress surface without prior written consent of Luxury Support®. Also not covered are the sides of the mattress, linens, foundation, box spring or mattresses not fitted with the Protec Delight Mattress Pad.

THE REMEDIES PROVIDED ABOVE SHALL BE THE SOLE REMEDY OF CUSTOMER. THERE SHALL BE NO LIABILITY ON THE PART OF LUXURY SUPPORT® FOR ANY SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OR FOR ANY OTHER DAMAGE, CLAIM OR LOSS NOT EXPRESSLY COVERED BY THE TERMS OF THIS LIMITED WARRANTY.

This Limited Warranty does not include reimbursement for inconvenience, removal, installation, setup time, loss of use, shipping, or any other costs or expenses. This Limited Warranty applies to original product only and does not apply to any exchanged items. This Limited Warranty is not renewable or transferable to other owners or products. Actions taken by Luxury Support® in satisfying the terms of this Limited Warranty will apply to the original Limited Warranty period and will not serve to extend such period.

THERE ARE NO UNDERSTANDINGS, TERMS, CONDITIONS OR WARRANTIES NOT FULLY EXPRESSED HEREIN. LUXURY SUPPORT® MAKES NO OTHER WARRANTY WHATEVER, EXPRESS OR IMPLIED, AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED BY LUXURY SUPPORT® AND EXCLUDED FROM THIS AGREEMENT.

Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to every Customer.

This Limited Warranty gives Customer specific legal rights, and Customer may also have other rights, which may vary from state to state and province to province. For Residents of Canada; This Limited Warranty is subject to the applicable provisions of Canadian consumer protection laws that cannot be derogated from by private agreement. This Limited Warranty is valid in the United States, Puerto Rico, and Canada.

All claims and correspondence under this Limited Warranty shall be made to:
Warranty Services • Attention: Warranty Claims Department • 4785 Elati St., Unit 2 • Denver, CO 80216

For ALL Service Questions and Problems, call 1-800-INNOMAX

PROTEC DELIGHT™