



# EXCELSIOR® MATTRESS PROTECTOR Warranty Terms

Invoice #: \_\_\_\_\_

Date: \_\_\_\_\_

Service: 1-800-661-7313    [service@soswarranty.com](mailto:service@soswarranty.com)

S.O.S. Warranty Services Inc. warrants for 10 (ten) years from the date of delivery against manufacturing defects, and against ALL stains.

### 3 Incredible 10 years stains AND construction warranties;

- All Stain Protection on Mattress Protector for stain that persist after washing
- Protection for manufacturer defects on Mattress Protector
- All Stain protection on the mattress if the Mattress Protector is purchased at the same time from the same authorized retailer

### 30 Night Guarantee – Love It / Adore It Guarantee\*

Because your satisfaction is of the utmost importance to us, we offer you a unique 30 Night Guarantee. If you are not completely satisfied with the performance of the Excelsior® Mattress Protector within 30 nights of the purchase, we will refund you 100% of the suggested retail price... No questions asked. Please provide proof of purchase prior to reimbursement. S.O.S. Warranty Services Inc. may require the mattress protector be returned.

### HOW TO REGISTER A PRODUCT:

**ONLINE Service Plan Registration:** [www.excelsiorservice.com](http://www.excelsiorservice.com)  
**SERVICE:** 1.800.661.7313    [www.phoenixamd.com](http://www.phoenixamd.com)

### HOW TO MAKE A WARRANTY CLAIM:

- In the event of a stain on the Excelsior® Mattress Protector, S.O.S. Warranty Services Inc. requires the owner of this product to machine wash and dry the Excelsior® Mattress Protector as quickly as possible after a stain has occurred and to do so according to wash and care label instructions.
- Should the Excelsior® Mattress Protector be defective or if an accidental stain covered by this warranty persists, contact us within 14 days with your proof of purchase readily available. A customer service representative will issue an authorization number for the replacement of your Excelsior® Mattress Protector and will authorize the replacement. Please note that you may be asked to return to S.O.S. Warranty Services Inc. the stained or defective Excelsior® Mattress Protector at the time of replacement.
- In the event of an accidental stain on your new mattress that is covered under the terms and conditions of this warranty, as it was purchased at the same time as an Excelsior® Mattress Protector from the same Authorized Retailer, call the toll free number 1-800-661-7313 within 14 days of the appearance of the applicable stain with your warranty registration number / proof of purchase readily available. S.O.S. Warranty Services Inc. will have the stained area professionally cleaned by an authorized technician at no charge to the owner. If the authorized cleaning technician cannot remove the stain covered by this warranty, and if, and only if, the claim is made within the 10 (ten) years of the warranty agreement, S.O.S. Warranty Services Inc. will either repair the stained area on the mattress or replace the stained mattress, at their discretion.

### 3 EASY WAYS TO CONTACT US... 24 / 7 accessibility to service claim registration:

Have your invoice number readily available and do one of the following within 14 days of noticing an accidental stain or applicable covered issue:

1. Go to [www.excelsiorservice.com](http://www.excelsiorservice.com) and follow the prompts/buttons. Submit your claim by creating a service profile, identifying the coverable items under your profile and then completing all the required fields on the "File a Claim" form including a photo if possible; OR
2. Contact our Customer Care Department at 1-800-661-7313, press option 2, and follow the prompts to reach your dedicated customer service specialist, who will be more than happy to start the claim process with you. Our call center is open on regular business days, from Monday to Friday, 9:30 AM to 5 PM Eastern Standard Time. For all other hours, we recommend leaving a voice message by following the prompts on the phone; OR
3. You can also e-mail us directly at [service@soswarranty.com](mailto:service@soswarranty.com)

Service will be provided during normal business hours. In the event that the Plan Owner requires in-home service for any reason under this plan, and the Plan Owner fails to keep an in-home service appointment, the Plan Owner will be responsible for paying the cost of the service call

based on the prevailing rate within the industry at the time of the service request. In the event that the Plan Owner refuses to pay any monies owed to S.O.S. Warranty Services Inc. or the technician S.O.S. Warranty Services Inc. dispatched based on the terms and conditions set out herewith, the present protection plan will be terminated, without any reimbursement to the Plan Owner.

### **THE MATTRESS PROTECTOR WARRANTY DOES NOT COVER OR APPLY TO (for both the Mattress Protector and the new mattress):**

- Mattress that is not stain free at the time of delivery or that has been assessed as being mishandled, abused or poorly maintained, nor any stains that appear to be intentional in nature. Mattresses that were not purchased at the same time as an Excelsior® Mattress Protector
- Commercially used mattress protectors and mattresses
- Mattress protectors or mattresses that have been mishandled or abused
- Stains caused by all corrosives including bleach and those that permanently damage/burn/destroy the material
- Normal wear and tear
- Odors and / or
- Long term general soiling from everyday use on the mattress, which is defined as a gradual buildup of dirt, dust, body oils and perspiration which cannot be attributed to a single occurrence (which for the purposes of this warranty is defined as a permanent stain created within a 48 hour period) and would not occur on the mattress protector if it is washed according to directions on a regular basis and would not occur on the mattress if it is protected at all times by a clean mattress protector
- Mattresses that have not been protected at all times with the Excelsior® Mattress Protector will not be eligible for replacement warranty coverage
- Warranty service will be declined on Excelsior® Mattress Protectors that are not washed on a regular basis, or according to the washing instructions
- Permanent stains on a mattress which was not purchased at the same time as the Excelsior® Mattress Protector
- Permanent stains on either the mattress protector or the mattress that are not reported within the required 14 days
- Damage to either the mattress protector or the mattress that is caused by animals (other than accidental pet bodily fluid stains) or any other damage or defects of any kind to the mattress whether pre-existing or which manifest themselves over the period of this warranty term are not covered under the scope of this warranty
- Any work performed by a technician which has not been authorized by S.O.S. Warranty Services Inc.
- This warranty does not apply to the foundation / box spring
- Also excluded are claims associated with fraud, hostilities, confiscation by authorities, risk of contraband, and illegal activities. Consequential or indirect damage of whatever kind, bodily injury or property damage to third parties, punitive damage and legal fees

S.O.S. Warranty Services Inc. is wholly responsible for this warranty. This warranty is in lieu of all other warranties expressed or implied and no one is authorized to assume or undertake for S.O.S. Warranty Services Inc., any other liability in connection with the sale of this product. S.O.S. Warranty Services Inc. shall not be liable for any consequential or indirect damage of whatever kind and shall only be required to service the Excelsior® mattress stain. This warranty gives you specific legal rights and you may also have other rights depending upon your location.

### **LIMITED LIABILITY FOR EXCELSIOR® MATTRESS PROTECTOR:**

The present warranty applies only to the original mattress purchased, and is deemed as having fulfilled its obligations once the original item covered by this warranty has been replaced or has incurred repair expenses that equal the original purchase price of the applicable stained mattress. Approved repairs or replacements are limited to the original purchase price of the stained mattress only, and does not cover cleaning or repair or replacement of a box spring purchased at the same time as the stained mattress. The warranty only applies to the original purchaser of the mattress protector and is nontransferable. In the event of replacement service, should the original mattress no longer be available, the owner will be asked to reselect a new similar replacement mattress, equal to the original purchase price before taxes of the approved stained mattress only, from the retail location of the original purchase; otherwise, S.O.S. Warranty Services Inc., at its sole option, will refund a pro-rated portion of the purchase price as identified on your original invoice (pro-ratio term based on 10 (ten) years). The original purchase price referred to is as identified on your original invoice less taxes. In the event of replacement service, the original mattress becomes the property of S.O.S. Warranty Services Inc. The owner of this warranty may be given the option to purchase a new mattress protector and warranty for the new replacement mattress. In the event that the mattress protector is replaced during this 10 (ten) year period, the warranty coverage remains limited to the original 10 (ten) year term from the date of delivery. In the event that a mattress protector or mattress requires service, the service is limited to the original country of purchase.

The Teflon™ and Silver Antibacterial treatment is designed to enable stains to easily wash out when wash and care instructions are followed. It is not a stain repellent, it is a stain releaser, which will withstand repeated washings and will provide lasting protection. It is nontoxic and non-allergenic.

**\*Love it Guarantee® for Canada & Adore it Guarantee® for U.S.A.**