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## **EXCELSIOR® INVINCIBLE® MATTRESS PROTECTOR & EXCELSIOR® MATTRESS TOPPER – Warranty Terms**

S.O.S. Warranty Service Inc. warrants for 10 years from the date of delivery against manufacturing defects, and against ALL stains\*\*

*(\*\*ALL stains protection is on the mattress protector and does not cover against stains caused by corrosives)*

*(Permanent stain is defined as a stain that persists even after cleaning either in the laundry of the mattress protector or by a professional cleaning technician in the case of a stained mattress)*

### **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:**

- 1) In the event of a stain on the Excelsior® Mattress Topper / Excelsior® Mattress Protector, S.O.S. Warranty Services Inc. requires the owner of this product to machine wash and dry the Excelsior® Mattress Topper/Excelsior® Mattress Protector as quickly as possible after a stain has occurred and to do so according to wash and care label instructions.
- 2) Should the Excelsior® Mattress Topper / Excelsior® Mattress Protector be defective or if an accidental stain covered by this warranty persists, call the 1-800-661-7313 toll free help and assistance line within 14 days with your warranty registration number / proof of purchase readily available. A customer service representative will issue to you an authorization number for the replacement of your Excelsior® Mattress Topper / Excelsior® Mattress Protector and will arrange for the replacement. Please note that you may be asked to return to S.O.S. Warranty Service Inc. the stained Excelsior® Mattress Topper / Excelsior® Mattress Protector at the time of replacement.

**The following is limited to the Excelsior® Mattress Protector only and does not apply to any of the Excelsior® Mattress Toppers.**

- 3) 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® Invincible® 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 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.

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

- Mattresses that were not purchased at the same time as an Excelsior® Invincible® Mattress Protector
- Commercially used mattress protectors and mattresses
- Mattress protectors or mattresses that have been mishandled or abused
- Stains caused by corrosives
- 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® Invincible® Mattress Protector will not be eligible for replacement warranty coverage.
- Warranty service will be declined on Excelsior® Invincible® 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® Invincible® 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 a S.O.S. Warranty Services Inc. representative.
- This warranty does not apply to the foundation / box spring.
- The warranty on the zipper is limited to 10 years from the date of purchase.

## THE MATTRESS TOPPER WARRANTY DOES NOT COVER OR APPLY TO:

- Foundations or mattresses,
- Commercially used Excelsior® Mattress Toppers,
- Excelsior® Mattress Toppers that have been mishandled or abused,
- Stains caused by cigarette burns and corrosives including bleach,
- Odors and / or
- Long term general soiling from everyday use of the Excelsior® Mattress Topper, 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 Excelsior® Mattress Topper if it is washed according to directions on a regular basis.
- Warranty service will be declined on Excelsior® Mattress Toppers that are not washed on a regular basis, or according to the washing instructions;
- Permanent stains on the Excelsior® Mattress Topper that are not reported within the required 14 days;
- Damage to the Excelsior® Mattress Topper that is caused by animals other than accidental pet bodily fluid stains, and / or
- Work performed by a non-authorized technician.
- This warranty does not apply to the foundation / box spring.

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 Topper 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. 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 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.

### LIMITED LIABILITY FOR EXCELSIOR® MATTRESS TOPPER:

The present warranty applies only to the original Excelsior® Mattress Topper purchased and is deemed as having fulfilled its obligations once the original Excelsior® Mattress Topper has been replaced. Approved replacements are limited to the original purchase price of the stained Excelsior® Mattress topper only, and do not cover cleaning or repair or replacement of a mattress and/or box spring purchased at the same time as the Excelsior® Mattress Topper.

### TYPICAL STAINS COVERED BY THIS WARRANTY ON THE EXCELSIOR® MATTRESS PROTECTOR / EXCELSIOR® MATTRESS TOPPER INCLUDE:

Chocolate, coffee, tea red wine, mustard, all food & beverages, including red food dyes, edible grease products, urine, vomit, blood, semen and excessive perspiration stains (which for the purposes of this warranty is defined as perspiration stains created within a 48 hour period).

The Teflon™ fabric protector 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.

*The EXCELSIOR® MATTRESS TOPPER (STAY COOL) is designed to work in conjunction with the Excelsior® Invincible® and the Excel-Guard Mattress Protectors.*

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

