



INFINITË PILLOW by EXCELSIOR®

5-Year Compression Warranty Terms & Conditions

Invoice #: _____

Date: _____

Service: 1-800-661-7313

service@soswarranty.com

Thank you for your recent purchase of the Infinitë Pillow by Excelsior® Phoenix A.M.D. International Inc.

5-Year Compression Warranty

The Infinitë Pillow is designed to provide customizable comfort and long-lasting support. SOS Warranty Services Inc., the service provider for Excelsior®, guarantees to the owner of the Infinitë Pillow by Excelsior®, to provide coverage against excessive compression or flattening resulting from normal residential use for a period of **five (5) years from the original date of purchase**.

If, during the warranty period, the pillow experiences excessive compression or flattening that affects its intended comfort and support characteristics, S.O.S. Warranty Services Inc., at its sole discretion, will provide and ship Infinitë Fill to the owner at no charge as a warranty remedy to help restore the pillow's intended performance.

+ Additionally, the pillow encasement, vacuum seal travel bag and pump included are warranted against defects in materials and workmanship for a period of **one (1) year from the original date of purchase**.

This warranty applies only to the original purchaser and is non-transferable.

30-Night Love It / Adore It Guarantee®

Because your satisfaction is important to us, we offer a unique 30-Night Love It / Adore It Guarantee®.

If you are not completely satisfied with your Infinitë Pillow by Excelsior® within **thirty (30) nights of purchase**, Excelsior® will refund 100% of the suggested retail purchase price, subject to proof of purchase and any applicable program requirements.

What's Included in the Box

Single Pillow Pack:

- One (1) Infinitë Pillow
- One (1) complimentary bag of Infinitë Fill
- One (1) Infinitë Fill storage bag
- One (1) Vacuum Seal Travel Bag
- One (1) Pump

Two-Pillow Pack:

- Two (2) Infinitë Pillows
- Two (2) complimentary bags of Infinitë Fill
- One (2) Infinitë Fill storage bags
- One (2) Vacuum Seal Travel Bag
- One (1) Pump

Consumers are responsible for retaining all included Infinitë Fill, as it may be required to maintain, customize, or restore the pillow's intended comfort and support characteristics.

3 EASY WAYS TO MAKE A SERVICE CLAIM... 24 / 7 accessibility to service claim registration:

Have your proof of purchase readily available and do one of the following within 14 days of the incident:

1. Contact our Customer Care Department at 1-800-661-7313, option 2, and follow the prompts to reach one of our dedicated Customer Service Specialists. Our Service Department is open Monday to Friday 9:30 A.M. to 5 P.M. (EST); OR
2. You can e-mail us at service@soswarranty.com; OR
3. Go to www.excelsiorservice.com and follow the prompts/buttons. Submit your claim by creating an account, registering your item and then completing claim form. You may be required to submit photos.

In order to be eligible for coverage under this policy, the Infinitë Pillow by Excelsior® must be purchased from an authorized Retailer. S.O.S. Warranty Services Inc. reserves the right to request additional information before approving a warranty claim.

Exclusions

This warranty does not cover:

- Normal softening, settling, or changes in feel that do not materially affect the pillow's support or performance.
- Minor variations in shape or appearance that do not impact functionality.
- Damage resulting from misuse, abuse, neglect, improper storage, improper care, improper washing, or failure to follow care instructions.
- Damage caused by excessive force, bending, twisting, cutting, puncturing, or altering the product.
- Damage caused by use of unauthorized cleaning products or chemicals.
- Stains, odors, discoloration, burns, scorching, mold, mildew, water damage, moisture damage, or contamination.
- Damage caused by exposure to excessive heat, sunlight, fire, smoke, or environmental conditions beyond normal residential use.
- Loss, theft, or disposal of the pillow, included Infinité Fill, vacuum travel bag, pump, or any other accessories.
- Normal wear and tear to the pillow cover, zippers, seams, travel bag, or pump.
- Cosmetic damage that does not affect the functionality of the product.
- Products used for commercial, institutional, hospitality, healthcare, or other non-residential purposes.

Limited Liability

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.

The present warranty applies only to the original Infinité Pillow purchased and is deemed to have fulfilled its obligations once the approved warranty remedy has been provided.

This warranty is limited to the original purchase price of the applicable pillow and does not extend to any incidental, indirect, consequential, special, or punitive damages of any kind.

This warranty gives you specific legal rights, and you may also have other rights depending upon your province, state, or jurisdiction.