



15 Year Guarantee

Concept Terms of Guarantee

Your Concept Mattress has a 15 year limited guarantee under the following terms:

Your Concept Mattress will be replaced at your option without charge to you, should it be defective because of faulty workmanship during the first two (2) years of the Limited Guarantee (other than specific limitations contained herein).

It is understood that this does not include a normal increase in softness in the Vasco material or a decrease in the slow recovery feature, both of which do not affect the pressure relieving properties.

It does, however, cover any deterioration of the Vasco material which causes the Vasco material to have an indentation of greater than two (2) cm which is not associated with a sag in the foundation, box spring or platform. If such a defect appears during the remaining thirteen (13) years of the Limited Guarantee, we will replace the mattress charging the Purchaser a prorated charge. The prorated charge will be based on the original purchase price - being the price the Purchaser paid at the time he/she purchased the Concept mattress divided by fifteen (15) (being the years of the total Guarantee), multiplied by the number of years you have owned the Concept Mattress before the expiry of the Guarantee.

The Cover is guaranteed for two (2) years for faults in material or workmanship.

Two (2) years after the date of purchase of the Concept mattress all transportation costs shall be the responsibility of the Purchaser.

All guarantees contained herein shall not apply if the Concept Mattress or Cover has been physically damaged including burns, cuts or is abnormally soiled or is unsanitary.

This Guarantee is valid only to the original Purchaser of the Concept Mattress. To make claim the Purchaser must provide proof of purchase by supplying an invoice or receipt.