

Bowles

MATRESS CO.

Mattress Encasement Warranty

Bowles Mattress warrants to the owner of this Premium CleanRest mattress encasement ("Encasement") that if the fabric or laminate becomes damaged within a period of 10 years from the Date of Purchase as a result of normal household use, Bowles Mattress will replace the Encasement, provided the Care Instructions have been followed. This Encasement Warranty is NOT transferable.

New Mattress Surface Protection Warranty When CleanRest Encasement is purchased from an authorized Bowles Retailer along with a New Mattress

When you simultaneously purchase a new mattress along with a CleanRest mattress encasement, Bowles Mattress will also guarantee the mattress surface against staining from Food, Beverages, Animal and/or Human Bodily Fluids provided the mattress was properly covered by the Encasement at the time the staining occurred and in compliance with the Care Instructions. Bowles Mattress, in its sole discretion, reserves the right to decide, in the case of a validated claim, whether to have the mattress professionally cleaned or to replace the surface fabric. Subject to all Care Instructions and proper use of the Encasement and validation of your claim, Bowles Mattress will, at its sole discretion, replace the mattress or provide one of comparable quality, if the mattress is damaged beyond repair as a direct result of the failure of the Encasement and the claim is within the mattress warranty period.

WARRANTY EXCLUSIONS:

The above Warranties expressly exclude coverage and application to Damage or Staining resulting from: Intentional or Reckless acts, Gross negligence by user, damage or stains from sources not listed in the Warranty, failure to follow the Care Instructions, normal wear and tear, commercial or institutional use, staining occurring during delivery, staining caused by inks, nail polish, cosmetics, bleach, non-food related grease, corrosives, alcohol, dyes, solvents, and a mattress not fitted with an Encasement are also expressly excluded from the Warranty. Any unauthorized cleaning agents, solvents or methods will result in the Warranty being void. Acts of God and/or nature are not covered under the Warranty. In the event that a claim results in the replacement of the entire mattress, the warranty is considered fulfilled and if continued coverage on the replacement mattress is desired, a new encasement must be purchased and delivered with the replacement mattress. Bowles Mattress will cover up to a \$50 delivery fee given a delivery fee was paid for during original purchase. This warranty does not cover floor model mattresses with pre-existing damage, non-manufacturer warranted mattresses, or pre-owned mattresses.

CARE INSTRUCTIONS

Encasements are designed to keep the mattress surface free from stains, allergens and bedbugs. Stains should easily wash out when wash and Care Instructions are followed. They will withstand repeated washings and tumble-drying and will provide lasting protection.

1. Machine wash the Encasement as quickly as possible after spillage, preferably while still fresh and wet using a mild detergent. DO NOT USE BLEACH or BLEACH ALTERNATIVE.
2. If used to trap bedbugs specifically, a proper washable mattress protector should be used in conjunction with the encasement.
3. To avoid blistering, tumble dry in the dryer at a low temperature always together with bed linens or towels (NEVER dry the Encasement alone in a dryer).

CLAIM SUBMISSION PROCEDURES

1. To submit a claim, please telephone our help-line 1-800-444-0648 within five days of the incident.
2. Do not attempt to clean the surface of the mattress. This will result in the Warranty being void.
3. Bowles Mattress reserves the right to request the Encasement be returned for inspection and validation. (DO NOT RETURN THE DAMAGED ENCASEMENT TO THE RETAILER WHICH YOU PURCHASED IT.)
4. The Purchased receipt for mattress and Encasement must be retained, and Bowles Mattress reserves the right to request a copy of the receipt and/or photographic evidence of damage for Warranty validation.

For Warranty Service, please call our service partner:

dreamGUARD

1330 Wall Avenue

Pitcairn, PA 15140

E-mail - customerservice@guardianis.net

TOLL FREE 1-800-444-0648 Fax (412) 229-8618