



Intellibed Limited Warranty

Warranty Terms

Advanced Comfort Technologies, Inc. (“the Company”) warrants your Intellibed® mattress (the “Product”) against manufacturing defects in workmanship and materials as described in this limited warranty (“Warranty”). If within twenty (20) years of the date of purchase the Product fails due to any defect in materials or workmanship, the Company will replace or repair the Product for the original registered owner.

The adjustable base is not warranted by the Company, but has a separate warranty provided by the adjustable base manufacturer.

No other warranty, express or implied, exists. This Warranty covers deterioration causing the Product to have a visible indentation greater than three quarters (.75) of an inch that is not associated with a sag in the foundation, box springs or platform. Warranty pick up fees apply. Please contact the authorized dealer where the Product was purchased for details.

Do not remove or discard the white law labels or the model name label. These labels serve as a means of identification to establish your warranty rights.

What the Warranty Does Not Cover

The Warranty does not cover normal wear and tear, abuse, damage (including stains and damage caused by inadequate box springs or frame, or damage caused when moving or transporting the mattress), and improper care or maintenance. The Warranty does not cover a normal increase in softness or comfort preference. In addition, the warranty does not cover physical abuse or damage to the structure and/or cover material of the mattress, including but not limited to, burns, cuts, tears, liquid damage, or stains.

If you did not purchase a box spring or adjustable base from the Company, you may be required to provide proof of the quality of the foundation of the Product if you make a claim under the Warranty. USE OF AN INAPPROPRIATE FOUNDATION WILL VOID THIS WARRANTY WHETHER EXPRESS OR IMPLIED.

The Warranty on the Product, whether express or implied, including any implied warranty of merchantability or fitness for a particular purpose, shall not exceed in duration the term of this Warranty, which begins, with the date of purchase by the original owner. The Company does not warrant that the Product is suitable for any person’s medical condition. The Company makes no warranty beyond what is contained in the Warranty. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you. The Warranty gives you specific legal rights, and you may also have other rights which vary from



state to state. The Company does not authorize any person to create for the Company any other obligations or liability in connection with the Warranty.

Floor models or demonstration samples (“demos”) sold at a discount are not covered by this Warranty.

If a Problem Occurs:

If you experience a problem with your mattress within the 90-day trial period, please contact the Company’s authorized distributor from which you purchased it. Shipping costs on the original mattress return and a new mattress replacement will be covered for you.

If a problem, which is covered by Intellibed’s warranty policy, occurs after the 90-day trial period and prior to the end of the warranty period, the Company will repair or replace (at the Company’s discretion) your mattress. You will be responsible for shipping costs both to return the original mattress and for receiving the repaired or replacement mattress.

Replacement or repair of the defective Product is the only remedy under the Warranty, except in the case that identical materials are not available at the time of product service.

The Company reserves the right to substitute materials of equal or higher quality, or (at the Company’s option) provide a refund. For the Warranty to be valid, you must be the original consumer purchaser from an authorized dealer (in the United States) of the Company, you must provide a copy of the original store receipt or other proof of date, place of purchase and purchase price. The Company shall not be liable for incidental or consequential damages arising out of the use of the Product or the inability to use the Product, or for the breach of this Warranty or any other express or implied warranty.

Important Care and Use Instructions:

We do not recommend using conventional mattress covers as many of them will reduce the effectiveness of the pressure relieving qualities that your Intellibed has to offer. Mattress protectors designed to work specifically for your Product are available at all Intellibed® locations or at www.intellibed.com, and are guaranteed to protect your Product from fluids and moisture. STAINS ON THE PRODUCT WILL VOID THE WARRANTY.

We recommend that the Product is always transported and stored in a flat position rather than upright to best extend the life of the Product.



Your Product is single-sided and therefore should not be flipped over. However, we do recommend that you rotate the mattress once a month for 6 months after purchasing the Product, and then once every 6 months thereafter.

Frame and Box Spring Support:

We recommend purchasing a base or box springs through your Intellibed dealer. If mattresses are placed on a “platform” or “slat” bed, slats must be at least two inches wide and no more than two inches apart. Additionally, there must be a center support that runs down the center of the mattress vertically and horizontally. INADEQUATE BOX SPRINGS OR A FRAME THAT DOES NOT PROPERLY SUPPORT YOUR PRODUCT WILL VOID YOUR WARRANTY.

Pillow Warranty:

5 Year Limited Warranty: Advanced Comfort Technologies, Inc. warrants to the original purchaser that the accompanying product will be free from defects in material and workmanship for a period of 5 years from the original invoice date. This Limited Warranty does not cover conditions resulting from normal wear and tear. Use of the product diminishes the loft of the filling material. Since this is an anticipated characteristic of the product, the Company makes no warranty with respect to the natural compression of the filling material. All cleaning must be done in accordance with care instructions. ANY IMPLIED WARRANTIES APPLICABLE TO THE PRODUCT, INCLUDING ANY WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS WRITTEN LIMITED WARRANTY. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

Limitation of Remedies:

If, during the Limited Warranty period, the product is found to be defective because of defects in material or workmanship, it will be replaced without charge. To make a claim, contact ACTI Customer Service at 801-716-2888 to obtain Return Authorization. Defective products must be returned, along with the original invoice to ACTI (call 801-716-2888 for full details). Replacement of a product under the terms of this Limited Warranty in no way lengthens the Limited Warranty period.