

# LUASleep™ NON-PRORATED WARRANTY

This warranty runs from the date of purchase. Length of warranty is based on product type:

LUA-6 & LUA-10 Products	5 Year
Hybrid Cool Series Products	10 Year
Visco Cool Series Products	10 Year
LR Series Products	10 Year

## WHAT LUASleep WILL DO

LUASleep, at its sole discretion, will repair or replace any product that proves to be defective in materials or workmanship.

## HOW STATE LAW APPLIES

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

## HOW TO GET SERVICE

Please fully complete the form available at [luasleep.com/support](https://luasleep.com/support) and we will contact you within 3 business days about your claim. Please keep your original receipt and a copy of it so that we may process your warranty request with speed and accuracy. A photo or scan of it and photos and descriptions of the defect will be required to properly process your claim.

## WHAT IS COVERED

This warranty covers any defects in materials or workmanship, with the exceptions stated below. This is a LUASleep warranty and does not cover any additional coverage offered by individual stores or other points of sale in or outside of the United States of America.

## WHAT IS NOT COVERED

The warranty applies only to the original purchaser and does not cover: (a) misuse or abuse; (b) failure to follow care instructions by (i) drying in dryer (ii) using bleach or bleach detergent (iii) ironing (iv) dry cleaning or (v) not completely drying the cover before putting back on the mattress; (c) wear and tear, including rips, tears, or soiling; (d) fabric stains or damage caused by or related to: (i) inks, nail polish, cosmetics, bleach, non-food related grease, corrosives, alcohol, dyes, or solvents (ii) burns or fire, natural disaster, flood, theft, vandalism, or any other loss covered under an insurance policy (iii) structural problems or appliance malfunctions (iv) more than two pints of liquid; (e) mattresses not correctly fitted with the mattress protector; (f) mattresses used for commercial, institutional, or rental purposes; (g) normal changes in softness or resilience (including impressions less than 1 inch in depth); (h) stains; or (i) damage caused by uneven platform or box foundation support; (j) bedding sold "as is"; or floor samples, or bedding purchased from second hand parties, non-retail establishments or received as a promotional item; (k) or any personal comfort preference changes.

All Law Tags must be attached to the products for our warranty to be properly and efficiently processed. Your receipt is your proof of purchase. Please make a copy of your receipt at the time of purchase along with any supporting documents from your original point of sale.



## Policy for ALL LUASleep Retailers and Distributors

Effective Immediately October 1st, 2022

1. **PRODUCTS FEATURED IN THE CURRENT CATALOG MAY BE SOLD ONLINE AT MSRP PRICES.** All products featured in the most up-to-date catalog are EXCLUSIVELY sold directly by and through authorized LUASleep retailers. Any Retailer/ E-tailer | 3rd party vendor offering or selling products featured in the current LUASleep catalog below MSRP online will, without warning, immediately forfeit all rights to sell all LUASleep products. Furthermore, LUASleep will pursue violators to the full extent of the law for damage to the LUASleep brand.
2. The only acceptable print or online advertisement for LUASleep products featured in the current LUASleep catalog are for authorized brick and mortar retailers for the purpose of directing consumers to the physical location of their store.
3. Every print or online advertisement of LUASleep products featured in the current catalog must accurately depict and describe the actual mattress. The minimum price listed for advertisement is REQUIRED to be no lower than MSRP.
4. LUASleep reserves the right to authorize temporary special pricing to all authorized retailers for specific events.
5. No medical claims may be made regarding the use of LUASleep products featured in the current catalog.
6. No print or online advertisement may directly compare LUASleep products featured in the current catalog to any competitor by name or through the use of a trademarked logo.
7. Due to varying federal regulations regarding fire retardants and consumer safety, No product from LUASleep may be sold outside of the United States through any channel without expressed written permission. LUASleep products are not guaranteed to comply with statutes of foreign governments and therefore should not be imported into any other country.
8. Product warranty coverage applies to any mattress purchased through an authorized LUASleep "brick and mortar", traditional, or local retailer.
9. All marketing, branding materials and resources are available on the LUASleep website portal via your account under the "resources" tab. Please request permission prior to the use of any LUASleep branded materials and copyrighted items not found under the resources tab.
10. If you find other Retailers or E-tailers not taking this policy seriously, please report your findings with direct links to the violators via our [support@luasleep.com](mailto:support@luasleep.com) email address. LUASleep Corporate takes this advertising policy very seriously and endeavors to protect the Retailer.

**I agree to these terms and conditions:**

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Signature

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Print/Title/Date

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Retail Store Name



LUA Sleep MSRP Pricing Effective 01/01/2023

PRODUCT	MSRP	PRODUCT	MSRP
<b>12" Visco Cool - Medium</b>		<b>12" LR Series - Medium</b>	
Twin	1799	Twin	1999
Twin XL	1999	Twin XL	2149
Full	2399	Full	2399
Queen	2799	Queen	2899
King	3199	King	3299
Cal King	3499	Cal King	3449
<b>12" Visco Cool - Firm</b>		<b>13.5" LR Series - Ultra Plush</b>	
Twin	1749	Twin	1849
Twin XL	1899	Twin XL	1999
Full	2249	Full	2349
Queen	2499	Queen	2799
King	2799	King	3199
Cal King	2999	Cal King	3249
<b>12" Hybrid Cool - Medium Firm</b>		<b>LUA-6 &amp; LUA-10</b>	
Twin	1799	<b>LUA-6</b>	
Twin XL	2199	Twin	549
Full	2349	Twin XL	649
Queen	2549	Full	799
King	2749	Queen	899
Cal King	2999	King	1099
<b>13.5" Hybrid Cool - Plush</b>		<b>LUA-10</b>	
Twin	1849	Twin	649
Twin XL	2399	Twin XL	799
Full	2599	Full	899
Queen	2849	Queen	1099
King	3199	King	1149
Cal King	3349	Cal King	1249