



The EXCELSIOR® MATTRESS TOPPER ( CHILL OUT and WARM & COZY and ZEN) is designed to work in conjunction with the Excelsior® Invincible, Excelsior® Relax and the Excel-Guard Mattress Protectors.

### EXCELSIOR MATTRESS TOPPER - Warranty Terms

SOS Warranty Services Inc. warrants for 10 years from the date of delivery:

Against manufacturing defects

Against ALL stains\*

(\*ALL stain protection is on the mattress protector and does not cover against stains caused by corrosives.)

(\*\* Permanent stain is defined as a stain that persists even after cleaning in the laundry for the EXCELSIOR® MATTRESS TOPPER)

#### HOW TO MAKE A WARRANTY CLAIM:

1) In the event of a stain on the Excelsior® Mattress Topper, SOS Warranty Services Inc. requires the owner of this product to machine wash and dry the Excelsior® Mattress Topper as quickly as possible after a stain has occurred and to do so according to wash and care label instructions.

2) Should the Excelsior® Mattress Topper be defective or if an accidental stain covered by this warranty persists, call the **1-800-661-7313** toll free help and assistance line **within 14 days** with your **warranty registration number / proof of purchase** readily available. A customer service representative will issue to you an authorization number for the replacement of your Excelsior® Mattress Topper and will arrange for the replacement. Please note that you may be asked to return the stained Excelsior® Mattress Topper to SOS Warranty Services Inc. at the time of replacement.

#### LIMITED LIABILITY:

The present warranty applies only to the original Excelsior® Mattress Topper purchased and is deemed as having fulfilled its obligations once the original Excelsior® Mattress Topper has been replaced. Approved replacements are limited to the original purchase price of the stained Excelsior® Mattress Topper only, and do not cover cleaning, repair, or replacement of a mattress or box spring purchased at the same time as the Excelsior® Mattress Topper.

#### TYPICAL STAINS COVERED BY THIS WARRANTY ON THE EXCELSIOR® MATTRESS TOPPER INCLUDE:

Chocolate, coffee, tea, red wine, mustard, all food & beverages, including red food dyes, edible grease products, urine, vomit, blood, semen and excessive perspiration stains (which for the purposes of this warranty is defined as perspiration stains created within a 48 hour period). (\* Permanent stain is defined as a stain that persists even after cleaning in the laundry for the Excelsior® Mattress Topper)

The DuPont Teflon® fabric protector treatment is designed to enable stains to easily wash out when wash and care instructions are followed. It is not a stain repellent, it is a stain releaser, which will withstand repeated washings and will provide lasting protection. It is non-toxic and non-allergenic. DuPont Teflon® fabric protector is a registered trademark of E.I. DuPont.

#### THIS WARRANTY DOES NOT COVER OR APPLY TO:

- Foundations or mattresses
- Commercially used Excelsior® Mattress Toppers,
- Excelsior® Mattress Toppers that have been mishandled or abused,
- Stains caused by cigarette burns and corrosives including bleach,
- Odors and / or
- Long term general soiling from everyday use on the Excelsior® Mattress Topper, which is defined as a gradual buildup of dirt, dust, body oils and perspiration which cannot be attributed to a single occurrence (which for the purposes of this warranty is defined as a permanent stain created within a 48 hour period) and would not occur on the Excelsior® Mattress Topper if it is washed according to directions on a regular basis.
- Warranty service will be declined on Excelsior® Mattress Toppers that are not washed on a regular basis, or according to the washing instructions;
- Permanent stains on the Excelsior® Mattress Topper that are not reported within the required 14 days,
- Damage to the Excelsior® Mattress Topper that is caused by animals other than accidental pet bodily fluid stains, and / or
- Work performed by a non-authorized technician.
- This warranty does not apply to the mattress or foundation / box spring.

SOS 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 SOS Warranty Services Inc. any other liability in connection with the sale of this product. SOS Warranty Services Inc. shall not be liable for any consequential or indirect damage of whatever kind and shall only be required to service the Excelsior® Mattress Topper stain. This warranty gives you specific legal rights and you may also have other rights depending upon your location.

#### “LOVE IT/ADORE IT OR MONEY BACK” GUARANTEE.

Thank you for choosing to try our Excelsior Bedding products. We are so certain that you will be as thrilled as we are with the quality and comfort of our products, we are giving you our “Love it /Adore it or money back” guarantee. If you are not completely satisfied with the Excelsior Bedding product(s) you have purchased, just call 1-800-661-7313 within 30 days of purchase and we will give you back your money ....no questions asked!!! Here's how our “Love it / Adore it or money back” guarantee works: when you purchase an Excelsior Bedding product, you will receive the 30 day Love it / Adore it Guarantee! You will be required to return a copy of your receipt as proof of purchase plus the Excelsior Bedding product(s) that you are unsatisfied with and wish to return with the guarantee at your expense to Phoenix A.M.D. International Inc. This “Love it / Adore it or money back” guarantee is a one-time offer and is limited to your initial purchase only. Once we receive the Excelsior Bedding product(s) and proof of purchase, we will immediately mail out a refund for the full purchase amount.

**ONLINE Service Plan Registration : [www.excelsiorregistration.com](http://www.excelsiorregistration.com)**



**SERVICE : 1.800.661.7313**  
**[www.phoenixamd.com](http://www.phoenixamd.com)**

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