



# COMFORT ZONE

The EXCELSIOR® COMFORT ZONE is designed to work in conjunction with either the Excelsior® Préférence, Excelsior® Préférence Plus, Excelsior® Excel-Guard or Excelsior® Nouveau Plus Mattress Protectors.

## EXCELSIOR COMFORT ZONE - Warranty Terms

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

### HOW TO MAKE A WARRANTY CLAIM:

- 1) In the event of a stain on the Excelsior® Comfort Zone, SOS Warranty Services Inc. requires the owner of this product to machine wash and dry the Excelsior® Comfort Zone as quickly as possible after a stain has occurred and to do so according to wash and care label instructions.
- 2) Should the Excelsior® Comfort Zone 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® Comfort Zone and will arrange for the replacement. Please note that you may be asked to return to SOS Warranty Services Inc. the stained Excelsior® Comfort Zone at the time of replacement.

### LIMITED LIABILITY:

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

### TYPICAL STAINS COVERED BY THIS WARRANTY ON THE EXCELSIOR® COMFORT ZONE 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® Comfort Zone)

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:

- Mattresses or Foundations,
- Excelsior® Préférence, Excelsior® Préférence Plus, Excelsior® Excel-Guard or Excelsior® Nouveau Plus Mattress Protectors,
- Commercially used Excelsior® Comfort Zones,
- Excelsior® Comfort Zones 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® Comfort Zone, which is defined as a gradual build up 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® Comfort Zone if it is washed according to directions on a regular basis.
- Warranty service will be declined on Excelsior® Comfort Zones that are not washed on a regular basis, or according to the washing instructions;
- permanent stains on the Excelsior® Comfort Zone that are not reported within the required 14 days,
- damage to the Excelsior® Comfort Zone 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® Comfort Zone stain. This warranty gives you specific legal rights and you may also have other rights depending upon your location.

**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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