



EXCELSIOR PRÉFÉRENCE PILLOW - Warranty Terms

SOS Warranty Services Inc. warrants for 2 years from the date of delivery:	the Excelsior Pillow Protector	the Excelsior Préférence Pillow <small>(if used in conjunction with the Excelsior Pillow Protector Protector)</small>
against manufacturing defects**	✓	✓
against ALL stains***	✓	✓
against permanent* food stains	✓	✓
against permanent* beverage stains	✓	✓
against permanent* edible grease stains	✓	✓
against permanent* bodily fluid stains (urine, vomit, blood,...)	✓	✓
against permanent* pet bodily fluid stains (urine, vomit, blood,...)	✓	✓

(* Permanent stain is defined as a stain that persists even after cleaning either in the laundry for the pillow protector or the pillow)
(** Zippers on the pillow protector are warranted for a period of 1 year only)
(*** ALL stain protection does not cover against stains caused by corrosives.)

HOW TO MAKE A WARRANTY CLAIM:

- 1) In the event of a stain on the Excelsior Pillow Protector, SOS Warranty Services Inc. requires the owner of this product to machine wash and dry the pillow protector as quickly as possible after a stain has occurred and to do so according to wash and care label instructions.
- 2) Should an accidental stain covered by this warranty persist on the pillow and / or pillow protector, 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 pillow and / or pillow protector and will arrange for the replacement.
- Please note that you may be asked to return to SOS Warranty Services Inc. the stained pillow and / or pillow protector at the time of replacement.

LIMITED LIABILITY:

The present warranty applies only to the original pillow purchased and is deemed as having fulfilled its obligations once the original item covered by this warranty has been replaced. Approved replacements are limited to the original purchase price of the stained pillow only. In the event of replacement service, should the original pillow no longer be available, the owner will be asked to reselect a new similar replacement pillow, equal to the original purchase price of the approved stained pillow only, from the retail location of the original purchase; otherwise, SOS Warranty Services Inc., at it's sole option, will refund a pro-rated portion of the purchase price as identified on your original invoice (pro-ratio term based on 2{two} years). The original purchase price referred to is as identified on your original invoice less taxes. In the event of replacement service, the original pillow becomes the property of SOS Warranty Services Inc.

TYPICAL STAINS COVERED BY THIS WARRANTY ON THE PILLOW, IF USED IN CONJUNCTION WITH THE PILLOW PROTECTOR, AND ON THE PILLOW PROTECTOR INCLUDE:

Blood, drool, mucus, vomit, urine, semen and excessive perspiration stains (which for the purposes of this warranty is defined as perspiration stains created within a 48 hour period), chocolate, coffee, tea, red wine, mustard, all food & beverages, including red food dyes, edible grease products, and all stains caused by pets.

The DuPont Teflon® fabric protector treatment on the Excelsior Pillow Protector, 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 (for both the pillow protector and the new pillow):

- Pillows that were not used at the same time as the Excelsior Pillow Protector.
- Commercially used pillow protectors and pillows,
- pillow protectors or pillows that have been mishandled or abused,
- stains caused by corrosives,
- odors and / or
- long term general soiling from everyday use on the pillow, 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 pillow protector if it is washed according to directions on a regular basis and would not occur on the pillow if it is protected at all times by a clean pillow protector.
- Excelsior Préférence Pillows that have not been protected at all times with the Excelsior Pillow Protector will not be eligible for replacement warranty coverage.
- Permanent stains on either the Excelsior Préférence Pillow or Pillow Protector that are not reported within the required 14 days,
- damage to either the pillow protector or the pillow that is caused by animals (other than accidental pet bodily fluid stains) or any other damage or defects of any kind to the pillow whether pre-existing or which manifest themselves over the period of this warranty term are not covered under the scope of this warranty.
- Warranty on the zipper is limited to 1 year from the date of purchase.

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 pillow and / or pillow protector stain. This warranty gives you specific legal rights and you may also have other rights depending upon your location.