

LIMITED WARRANTY

Warranty: Keetsa, Inc. (“Keetsa”) warrants that the following Keetsa-brand products will be free from defects in material and workmanship that may compromise sleep quality for the following periods from the date of delivery to the original consumer purchaser:

Mattresses	20 years
Pillows	5 years
Comfort Layers	5 years
Bed Frame Foundations	5 years

This warranty covers only the original consumer purchaser for as long as he/she owns the product.

Warranty Exclusions and Limitations: This warranty applies only to the Keetsa-brand products listed above and only when purchasers, who purchased them from Keetsa or a Keetsa retailer as a new product, have properly used them. Proper use means using the mattress on a firm, rigid and smooth surface that supports the entire mattress, INCLUDING THE CENTER, such as a bed platform, box spring, or Keetsa bed frame foundation. Keetsa Mattresses are not designed for Murphy beds or adjustable beds, and usage of Keetsa mattresses on these types of beds voids the warranty. Proper use also means that the product was not abused by the purchaser.

Mattress manufacturing defects include: (a) seams coming apart; (b) compression of the mattress surface greater than 1.5"; and/or (c) coil failure (extends or depresses more than 1.5" of original height or protrudes out of the mattress core).

Mattress manufacturing defects DO NOT include: (a) faults in the cosmetic appearance, such as wrinkles on the fabric and/or crushed corners, that do not affect the performance of the mattress; (b) cosmetic changes that naturally occur over time, including natural blemishes in the fabric; (c) Uneven softness on the surface of the mattress that occur over time after use; (d) mattresses that may have been soiled, dampened, burned, stained or otherwise abused; (e) bed height change over time after use; (f) mattress fabric color changes or pills, which can accumulate over time; and/or (g) mattress dimension (width, length and or height) discrepancies of up to ± 1 ".

Pillow manufacturing defects include: (a) seams coming apart; and/or (b) mis-shaped products when new or within the first 30 nights of use.

Pillow manufacturing defects DO NOT include: (a) loss of loft, firmness or shape after 30 nights of use, which is common among all types of pillows; (b) cosmetic changes that naturally occur over time, including color or pills, which can accumulate over time; and/or (c) pillows that may have been soiled, dampened, burned or otherwise abused.

Comfort Layer manufacturing defects include: (a) seams coming apart; and/or (b) compression of the foam layer surface greater than 1.5".

Comfort Layer manufacturing defects DO NOT include: (a) cosmetic changes that naturally occur over time; (b) comfort layers that may have been soiled, dampened, burned, stained or otherwise abused; (c) comfort layer height change over time after use; (d) comfort layer fabric color changes or pills, which can accumulate over time; : (e) loss of loft, firmness or shape that occur over time of use; and/or (f) comfort layer dimension discrepancies of up to ± 1 ".

Bed frame foundation manufacturing defects include: (a) seams coming apart ; and/or (b) broken support structures that do not adequately provide a firm, rigid and flat surface for the mattress.

Bed frame foundation manufacturing defects DO NOT include: (a) cosmetic changes that naturally occur over time, including color or peels, which can accumulate over time in bed frame foundations that include fabrics; and/or (b) bed frame foundations that may have been soiled, dampened, burned or otherwise abused. Proper use of the bed frame foundation is defined as having a flat surface for the bed frame foundation to rest on to adequately distribute weight of the mattress.

Implied Warranties. ANY IMPLIED WARRANTIES WHICH THE PURCHASER MAY HAVE ARE LIMITED IN DURATION TO 20 YEARS FOR MATTRESSES AND TO 5 YEARS FOR PILLOWS, COMFORT LAYERS AND BED FRAME FOUNDATIONS, IN EACH CASE FROM DATE OF DELIVERY TO THE ORIGINAL PURCHASER. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Warranty Performance. During the warranty period, Keetsa will, at its option, repair or replace any covered product that is defective. Any replacement will be for the same item and size that you originally purchased. However, Keetsa reserves the right to substitute comparable materials or models and does not guarantee that the replacement part will match the existing piece or product. Replacement of one piece or part of the product does not constitute Keetsa's agreement to replace other pieces or parts. The warranty period does not get extended from the original purchase date if replacement pieces or parts are required. Keetsa will not provide a refund if you do not accept the repair or replacement.

Warranty Service. To obtain service under this warranty, you should notify the selling retailer or Keetsa in writing or call Keetsa at 1.877.753.3872. An original sales receipt is required to establish the start date of this warranty. In this process of investigating warranty claims, Keetsa may request that you send photographs and/or descriptions that show or explain the claimed defect. If a request for a photograph is made by Keetsa, it is your responsibility to send photographs that clearly show the claimed defect.

In the event the product needs to be inspected by Keetsa, the transportation cost or removal cost will be borne by the purchaser until such time as Keetsa determines that a claim is valid. If the product is defective, Keetsa will bear all transportation or removal costs to Keetsa and back to the purchaser.

Please maintain this Limited Warranty in a safe place along with your original dated sales receipt that indicates you are the original purchaser. Please do not cut off the white law tag on your mattress or pillow as this contains valuable information about your product.

Do not bend or fold your mattress, and do not try to get it back in to the original box. When moving your Keetsa mattress after initial use, please be sure that it is properly supported and protected; carry the mattress on its side when moving.

Limitation of Liability: Repair or replacement of a defective product, or refund of the purchase price, shall be the sole remedy of the purchaser under this warranty, and **in no event shall Keetsa be liable for incidental or consequential damages, losses or expenses.** Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

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

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