ergomotion®

20 YEAR LIMITED WARRANTY

Register your warranty online at: https://warranty.ergomotion.com/warranty

Please prepare a digital copy of your proof of purchase (invoice or sales receipt) when registering online.

Customer Service: (1-888)-550-3746

2-Year Hassle Free Warranty

Your adjustable base is warranted by the manufacturer against defects in materials or workmanship for a period of two years from the date of purchase to the original Purchaser. During such time, the manufacturer will repair or replace, at no cost to the original Purchaser, any warranted part(s)* found to be defective by the manufacturer, in its sole discretion. This includes all pre-authorized labor and transportation costs incurred with the repair or replacement of any part found to be defective.

5-Year Warranty on Parts

During year 3 through 5 from the original purchase date, themanufacturer will replace any part on the adjustable base found to be defective by the manufacturer, to the original Purchaser. The manufacturer's liability is limited to the replacement of the defective electrical/mechanical part(s)* ONLY, with the Purchaser responsible for all service, installation, and transportation cost of said part(s).

20-Year Limited Warranty

Notwithstanding the above, the manufacturer extends a 20-year warranty on mechanical base parts found to be defective on a limited basis as defined herein. Specifically, the manufacturer warrants that for a full 20 years from the commencement date of this warranty, any defect in the workmanship or the materials used shall be covered. For purposes of this 20-year warranty, it specifically excludes the cover, shroud, platform, legs, actuator lift motors, massage motors, control box, remote controls, power supply, and all power suppl cords. The purchaser shall pay 1/15 of the current MSRP of the replacement part, or the entire adjusta base if deemed irreparable at the sole discretion of the manufacturer, multiplied by the number of years after the fifth year from the original purchase date. The manufacturer's liability shall be limited to the replacement of the defective part(s) ONLY with the purchaser responsible for all service, installation and freight costs for said part. This warranty does not apply to floor models.

2-Year Floor Model Warranty

Your adjustable base floor model is warranted against defects in the electronics for a period of two years from the date of purchase to the original Purchaser. During the first two years the manufacturer will replace at no cost to the original Purchaser, any defective electronic part(s). The manufacturer's liability is limited to the replacement for the defective electronic part(s) ONLY with the Purchaser responsible for all service, installation and transportation cost of said part(s).

Additional terms and conditions apply. See next page for details.

For warranty claims,
call Customer Service:
1-888-550-3746

info@ergomotion.com
www.ergomotion.com

ADDITIONAL TERMS & CONDITIONS

This warranty does not include reimbursement/ replacement for inconvenience, removal, part(s) installation, bed set up, loss of use, normal wear and tear, shipping or any other costs or expenses not expressly covered in this warranty. In addition, this warranty shall be void in the following circumstances:

A. Damage resulting from misuse or abuse caused by the Purchaser or any third party.

B. Damage caused by repairs or parts replacement by an unauthorized person.

C. Damage caused if the adjustable base has been mishandled (including during shipping), subject to physical abuse or an improper power supply, or by failing to adhere to the Owner's Manual and this warranty.

D. Damaged mattresses, foundation cover(s), fabric(s), bedding cables, electrical cords or accessories supplied by dealers or any third party. Contact your dealer for warranty information on these items.

E. Modification of the adjustable base without prior written consent by the manufacturer.

F. Costs for unauthorized service calls for the purpose of educating the consumer about the adjustable base or locating proper functioning power outlets.

G. Damage if the recommended weight restrictions are exceeded.

H. Damage if used in any environment or a commercial setting which was not intended.

I. This warranty requires notice to be given to Ergomotion of any claim for repairs or replacement parts.

J. Damage to foam shroud by improper handling or misuse.

*Parts include the following:

a) Head/Foot Actuator

b) Massage Motors and Housing

c) Control Box

d) Remote Control

e) Power Cord, Power Supply, and Input Cord

f) Mounting Brackets

g) Support Struts

OTHER THAN AS EXPRESSLY SET OUT HEREIN, AND TO THE EXTENT PERMITTED BY APPLICABLE LAW, THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER ORAL OR WRITTEN WARRANTIES, REPRESENTATIONS, CONDITIONS OR PROMISES, WHETHER EXPRESS OR IMPLIED, AND WHETHER ARISING BY LAW, STATUTE, COURSE OF DEALING OR USAGE OF TRADE, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY, QUALITY, DURABILITY AND/ OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT PERMITTED BY APPLICABLE LAWS, ANY IMPLIED WARRANTIES (IF APPLICABLE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY. TO THE EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL THE MANUFACTURER BE LIABLE FOR ANY SPECIAL, INCIDENTAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, LIQUIDATED OR SIMILAR DAMAGES, WHETHER OR NOT FORESEEABLE.

Note: The exclusion directly above is inapplicable to consumers residing in Québec.

To the extent permitted by law, this warranty is not transferable and will automatically terminate if the original Purchaser sells or otherwise disposes of the adjustable base.

This warranty gives the Purchaser specific legal rights. Other rights, which vary from jurisdiction to jurisdiction, may exist. In addition, some jurisdictions do not allow (i) the exclusion of certain warranties, (ii) limitations on how long an implied warranty lasts and/ or (iii) the exclusion or limitation of certain types of costs and/or damages, so the above limitations may not apply.

This warranty is only valid in The United States, Canada and Puerto Rico. For all other jurisdictions, this Limited Product Warranty is valid only in the jurisdictions where the Products are sold by an Ergomotion authorized reseller or agent and is valid to the extent permitted by the applicable laws of such jurisdictions.

Weight Limits:

This product is not rated to support weights exceeding 850 pounds. This product is not rated to support weights in excess of 850 pounds inclusive of the mattress and bedding. The base will structurally support this weight, provided it is evenly distributed across the bed base. The adjustable base is not designed to support or lift this amount in the head or foot sections alone. Exceeding this weight restriction could damage the bed and/or cause injury and will void the warranty.

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