



PILLOW 5 YEAR WARRANTY

What Does This Limited Warranty Cover?

Innocor Comfort warrants that the foam material in this product will be free from defects in material and workmanship as described in this warranty (hereinafter referred to as the "Limited Warranty"). Coverage under this Limited Warranty applies only to the original purchaser.

How Long Does This Limited Warranty Last?

The Limited Warranty for this product starts on the date of purchase and expires five (5) years from the date of purchase.

What Will Innocor Comfort Do?

If a covered defect occurs during the Limited Warranty period, Innocor Comfort will repair or replace (at Innocor Comfort's option) the defective product. If a replacement is required, Innocor Comfort reserves the right to substitute materials of equal or higher quality if a similar product is not available. Products will be replaced only once during the Limited Warranty period. The Limited Warranty period is valid from the date of your original purchase and only covers one replacement during the five (5) year period.

What Is Not Covered by This Warranty?

The Limited Warranty does not cover the following: imperfections of the pillow cover; comfort preference; transportation charges (if applicable); any abuse or unsanitary product condition; or damage caused by improper use or care.

Failure to follow the manufacturer's use and care instructions for these products may void this Limited Warranty. Innocor Comfort does not warrant these products are suitable for any person's medical condition or that they will protect the user against bacteria, viruses, or other disease organisms. Incidental or consequential damages are also not recoverable for these products under this Limited Warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply.

Innocor Comfort reserves the right to refuse service and invalidate this Limited Warranty when, upon inspection, either of the products are found to be in unsanitary condition, or when a defect in either product is due to causes other than defective material and/or workmanship.

The service terms stated in this Limited Warranty shall be the consumer's sole and exclusive remedy in the event of a defect in either product during the Limited Warranty period. **Innocor Comfort** makes no warranty beyond what is contained in this Limited Warranty. **Innocor Comfort** does not authorize any person to create for it any other obligation or ability in connection with this warranty. The packaging that contains these items is not covered with this limited warranty.

How Do You Get Limited Warranty Service?

If you are considering placing a Limited Warranty service claim, please contact Innocor Comfort at 888-999-0499 or e-mail us at customerservice@innocorinc.com. A simple claim form must be completed and submitted with a copy of the original purchase receipt or your packing slip for proof of purchase date and the law tags. You must provide transportation or accept freight charges to and from the nearest Innocor Comfort factory for inspection of the warranted product (if requested) or to either return the product for repair or replacement of the product. At our discretion, we may request you to provide photos (digital or standard) of the defected product prior to its return for inspection, if requested.

How Does State Law Apply?

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply. If an implied warranty or condition is created under applicable state law, you also have an implied warranty or condition, BUT ONLY AS TO DEFECTS DISCOVERED DURING THE PERIOD OF THIS LIMITED WARRANTY (5 YEARS).

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