

Loona

NON-PRO-RATED LIMITED WARRANTY

This Non-Pro-Rated Limited Warranty applies only to Banner manufactured mattresses. Length of warranty term is on the front of your receipt.

This Non-Pro-Rated Limited Warranty gives you specific legal rights. You may also have other rights which may vary from State to State.

Your Loona product is warranted against manufacturing defects in workmanship and materials (excluding the exterior fabric covering and handles if present). All other claims, including incidental or consequential damages, are precluded. This Non-Pro-Rated Limited Warranty is Non-Transferable and applies to new Loona Mattresses sold new in the USA by Loona or a Loona-authorized reseller to the original purchaser only if the purchaser is an individual who thereafter uses the product for personal consumer in-home use; it does not cover hotel, motel or institutional use and specifically excludes any mattress used for a medical patient. The Warranty no longer applies after resale of the mattress whether new or used. Original proof of purchase (including date) by the original purchaser, this Warranty Document, and the Original Law Tags from the mattress are required to make a Warranty Claim and receive Warranty Service.

Loona May Repair or Replace Your Mattress

During normal, properly supported use, if your Loona product fails due to a manufacturing defect, the exclusive remedy under this Non-Pro-Rated Limited Warranty will be the repair or replacement of the defective part or product only, at Loona's option (exclusive of other specific limitations contained herein). Loona reserves the right to substitute comparable material and product and does not guarantee that the replacement product or material will match the existing product, or material only that the replaced product and material will be of equal or greater quality as compared to the original product and material being replaced provided the product is within the USA contiguous States. Any inspection, transportation or shipping costs associated with any such repairs or replacements are the purchaser's responsibilities. No new warranty is provided on the replacement product. The warranty for the replacement product runs from the date of the original product purchase. If the purchaser elects to upgrade to a new or more expensive product, purchaser must pay the difference between the price of the original product being replaced and the cost of the new or upgraded product purchase including all taxes, transportation and fees which may apply.

Do Not Remove the Law Tag

This Non-Pro-Rated Limited Warranty shall not apply if Law Tag is removed.

You Must Have Your Original Receipt

This Non-Pro-Rated Limited Warranty is Non-Transferable, applies only to the original purchaser and is expressly limited as described herein. Proof of purchase must be presented to make a warranty claim and obtain warranty service.

Improper Support Voids Your Warranty

This Non-Pro-Rated Limited Warranty will only apply to qualified set ups, such as one mattress setting on one firm, flat, solid non-spring foundation, stationary or adjustable, strong enough to remain flat and firm under the weight of the mattress and it's user(s) and supported by a proper frame if present. If the mattress is purchased separately, the use of improper foundation and/or frame support may lead to structural abuse and could damage the unit;

this Non-Pro-Rated Limited Warranty does not cover damage resulting from this. Use a non-spring foundation or a supportive, rigid, non-yielding foundation for your mattress. Full, Queen, and King size units require a metal bed frame or bed base that has a rigid center support as well as support to the head, foot and sides and must have two extended center legs from the base of the unit to the floor. For any Full, Queen or King frame that does not have two metal center supports, you must use at least five hardwood (i.e., oak or ash) slats (1" X 4") and add legs to the three center slats. Add a solid platform on top of any open slatted mattress support system with openings between the slats that exceed two inches. Use of an open slatted mattress support system with spaces between the slats which exceeds two inches, without the addition of a solid platform, may damage your mattress and void your warranty. We recommend using a bunkie board between the mattress and box spring

Any Damage to the Mattress Voids the Warranty

This Non-Pro-Rated Limited Warranty does not apply if the mattress or foundation or support is subject to obvious abuse or improper care/maintenance such as but not limited to: presence of liquids, mold, moisture, stains, tears, folds, odors, soil or dirt of any kind, burns, insect or vermin damage or other infestation evidence and presence, damage from liquids or gels or damage from weather or sun exposure, damaged upholstery and compaction due to insufficient turning and maintenance, inadequate support from weak foundation or support. Loona reserves the right to refuse service and invalidate and void the warranty under when, upon inspection, these conditions are found or when the product failure is caused by factors other than defective workmanship or materials under normal consumer in-home use. Loona may require purchaser to provide proof of sufficiency of the foundation and support, and of the constancy since purchase of the support of the mattress and foundation thereon before this warranty will apply.

Body Impressions

During normal use, localized firmness changes are normal and are not covered under warranty. A normal Increase in softness of the foams are expected over time and not a warranty concern. Body impressions under one inch may occur and remain throughout the life of the mattress and are not a warranty concern If your mattress shows signs of a body impression rotate your mattress frequently so that the compressions are equalized, making your sleeping surface more comfortable and evenly balanced.

Obtaining Warranty Service

This warranty will apply if (a) materials of construction develop a measurable indentation in the mattress of greater than one inch (as measured below the cover level) compared to the surrounding mattress areas after full recovery from load, or (b) if the materials of the mattress crack, split or otherwise fail during normal use and proper handling. This warranty does not include settling of the cover and its fiber-filled materials. If you observe a defect, contact Banner. To make a warranty claim and receive warranty service you must provide: (1) Original Proof of Purchase including date and seller; (2) this Warranty Document; (3) the Original Law Tags from the mattress and (4) a written description and photo of the problem or warranty concern. Failure to do so may limit warranty service and may void your warranty. All transportation, inspection, removal cost, taxes and fees resulting from this warranty are the responsibility of the purchaser. Servicing and handling charges may apply. This Non-Pro-Rated Limited Warranty does not provide for a loaner sleeper unit.

Banner Mattress Customer Service

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