



# 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 Banner products are warranted against manufacturing defects in workmanship and materials (excluding the exterior fabric covering and handles). All other claims, including incidental or consequential damages, are precluded. This Non-Pro-Rated Limited Warranty applies to in-home consumer use only; it does not cover hotel, motel or institutional use.

### Banner May Repair or Replace Your Mattress

If your Banner 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 product only, at Banner's option (exclusive of other specific limitations contained herein). Banner reserves the right to substitute comparable materials of models and does not guarantee that the replacement or replaced parts and/or components will match the existing piece(s).

### 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

Your Banner Non-Pro-Rated Limited Warranty is valid to the original purchaser only. Proof of purchase must be presented to 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 box or foundation, supported by a proper frame. 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 Banner 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. The proper center support must have two (2) 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 (5) hardwood (i.e., oak

or ash) slats (1" X 4") and add legs to the three (3) center slats. Add a solid platform on top of any open slatted mattress support system with openings between the slats that exceed two (2) inches. Use of an open slatted mattress support system with spaces between the slats which exceeds two (2) inches, without the addition of a solid platform, will damage your mattress and void your warranty.

### Any Damage to the Mattress Voids the Warranty

This Non-Pro-Rated Limited Warranty does not apply if the mattress or foundation/box is subject to obvious abuse or improper care/maintenance such as but not limited to: stains, soil or dirt of any kind, burns, upholstery compaction due to insufficient turning and maintenance, bent border wires, inadequate support from weak foundation or box, improper frame support, or infestation with vermin. Banner reserves the right to refuse service and invalidate 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.

### Body Impressions

During a normal break-in period (1-120 days), body impressions will occur. This is not a structural defect. Body impressions up to 1 1/2 inches will remain throughout the life of the mattress and are not a warranty concern. Whether you have purchased a traditional two-sided mattress or a single-sided mattress, it will be necessary for you to rotate your mattress every two weeks for the first three months and every month thereafter. Two-sided mattresses should be flipped on the same schedule. If your mattress shows signs of a body impression between scheduled rotations, rotate your unit more frequently so that the compressions are equalized, making your sleeping surface more comfortable.

### Obtaining Warranty Service

If you observe a defect, contact Banner Mattress. Proof of date, place, and product of purchase is required to receive warranty service. In the event of exchange or upgrade, purchaser is responsible for all delivery and pick up charges and any price increase due to upgrade. The product must be returned to the factory to receive warranty service. Transportation, inspection, or removal costs of the product are not covered under this warranty. All transportation costs are the responsibility of the purchaser. Servicing and handling charges will apply. This Non-Pro-Rated Limited Warranty does not provide for a loaner sleeper unit.

## Banner Mattress Customer Service

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