



# MATTRESS PROTECTOR Ten (10) Year Limited Warranty

**GM WARRANTY SERVICES**  
1953 Langston Street, Rock Hill, SC 29730  
**Toll-Free Customer Service # 800-545-7125**  
**www.gmwarrantyservices.com**

Thank you for joining the bedgear™ team! Our bedding essentials are designed to provide you with the most advanced fabric technology to improve your rest and recovery, as well as protect your mattress from stains resulting from accidental spills.

For residential use only, your bedgear™ Mattress Protector is supported by this warranty, which offers full replacement for both the mattress protector and new mattress, when purchased together on the same invoice, in the event of a qualified claim. This warranty will be applied to the original owner if the mattress protector, when properly applied and cared for, within ten (10) years from the date of purchase, becomes accidentally and permanently stained or damaged from:

- FOOD OR BEVERAGE NORMALLY CONSUMED BY HUMANS
- HUMAN OR PET BODILY FLUIDS

#### IMPORTANT NOTES:

- **Kids require special care! Children in diapers, potty-training and those with bed-wetting tendencies require extra protective support.** Repeated and multiple stains will void this warranty.
- **Medical issues, including Incontinence, are considered chronic and not accidental!** Repeated and multiple stains will void this warranty.

*Our bedgear™ Mattress Protectors are designed for better sleep and protection from one-time accidents. If you have an extenuating issue, we recommend using an additional Vinyl or PVC-based chuck or saddle wrap style for your protection needs.*

#### TO QUALIFY FOR THIS LIMITED WARRANTY, THE CUSTOMER MUST:

- 1 ) Have their newly purchased mattress delivered stain, damage, and soil-free from the authorized dealer. The customer should then cover the mattress with the new mattress protector correctly and completely.
- 2 ) If an accidental spill occurs, immediately blot up excess liquid, then wash and dry the Mattress Protector according to the care label instructions provided.

As a result of their functional fabrics, most bedgear™ Mattress Protectors can be cleaned in Cold Water and dried on Low Heat, or Air-dried for the ultimate energy efficiency! Please ensure the Mattress Protector is completely dry before replacing it on your mattress.

Always allow free movement in both the washer and dryer. Dry with other bed linens or towels, not alone, to prevent the barrier back from sticking or scorching. Do not iron or use high heat to dry your protector; do not dry clean or use cleaners containing solvents or bleach. Do not use strong detergents or fabric softeners as all of these can damage the waterproof barrier of this mattress protector and will void this warranty. Do not use an obviously damaged protector on your mattress as that will void this warranty.

- 3 ) Should a stain persist after laundering, you must register the stain with our Customer Service department within five (5) days of the incident, by calling # **800-545-7125**, or online at: **www.gmwarrantyservices.com**

*To qualify for a covered claim, the customer must provide the original sales receipt or other proof of purchase acceptable to GM Customer Service, along with this warranty certificate, within five (5) days of the incident.*

- 4 ) Subsequent to submitting your qualified claim, our GM Customer Service representative will issue to you a return authorization number and instructions to return your laundered, stained mattress protector. A replacement mattress protector will be shipped to you at GM Customer Service's expense. Until GM Customer Service receives your returned mattress protector via a package carrier at customer expense, this warranty will be void. DO NOT RETURN THE DAMAGED PRODUCT TO THE RETAILER FROM WHOM YOU PURCHASED IT.
- 5 ) Should your new Mattress, purchased at the same time as the Mattress Protector and with the Mattress Protector properly in use and cared for, become accidentally stained during the warranty period, GM Customer Service will have the stained area cleaned and sanitized by a GM authorized technician at no charge to the customer.
- 6 ) If the technician is unable to remove the stain, GM Customer Service may replace the mattress. If the mattress is not available, the original owner may select a new replacement mattress equal in value to the original purchase price from the original retailer from whom this warranty was purchased. Delivery, any tax or set-up arrangements, as well as transportation and disposal charges are the responsibility of the customer and/or the selling retailer. GM Customer Service cannot guarantee ticking or dye lot match for replacements.

The Customer shall reasonably cooperate with GM Customer Service in its efforts to perform its obligations under this warranty, including providing access to the mattress within ten (10) days for cleaning. Failure to comply with these requirements will void this warranty.

**Replacement of the mattress is limited to one (1) mattress during the life of the warranty.** Replacement of the mattress fulfills all terms and conditions of this warranty. In the event that the mattress cannot be cleaned due to the mattress manufacturer's conditions, the customer may be given the option of a full refund of the retail purchase of this mattress protector, in lieu of replacement, should the owner decide to keep the original mattress in its present condition. NOTE: If you submit a covered claim for a stain or damage that GM Warranty Services is unable to repair and the original retail establishment where you purchased your mattress and this warranty has closed, changed ownership, stopped selling mattresses since your purchase, or no longer carries Guard Master as a supplier, GM Warranty Service's liability will be limited to a refund of the purchase of this warranty per the stated cost on the original retail invoice.

#### OUR PERFORMANCE WARRANTY

Should your Mattress Protector be defective due to manufacturing / construction failure during the warranty period, GM Customer Service will replace the mattress protector. Replacement of the Mattress Protector is limited to two (2) mattress protectors during the life of the warranty.

#### THIS WARRANTY DOES NOT COVER OR APPLY TO:

- Medical issues, incontinence and repeated or multiple stains or multiple locations of stains from humans and/or pets.
- Substances such as dyes, inks, paints, dirt or other soil, gum, acids, corrosives, bleaches, nail polish, nail polish remover, medication including vitamins, cosmetics, and chemical hair treatments such as hair gel, hair spray, mousse and similar.
- Odors, accumulated and / or long-term multiple unknown stains, any unknown stains, non-colorfast material, pet damage, stains caused by the build-up of perspiration, hair or body oil, and normal soiling from everyday use.
- Mattresses in transit or storage; mattresses located outdoors or on patios or screened rooms where it may be directly or indirectly exposed to the elements; and items that have been purposely torn, vandalized or neglected. This warranty also does not cover stains caused during, or as a result of, delivery, handling, set up or assembly.
- This warranty does not apply to box springs, carpet or flooring due to any substance that may run off of the mattress; mattresses used in settings other than household / residential; defective manufacturing of mattress, floor sample or "as is" or pre-owned mattresses; pre-existing conditions, improper installation; damage caused by acts of God (including flood and fire damage); property, structural or casualty damage of any kind, mattress protectors and mattresses that have been mishandled or abused, or items damaged as a result of illegal activity.
- Damage caused by improper cleaning methods or improper cleaning materials are also excluded.

**ALL FABRICS ARE SUBJECT TO GENERAL SOILING** and this warranty does not eliminate the need for routine care and washing of the mattress protector. This warranty covers isolated stain removal only and not general soiling. General soiling is defined as gradual buildup of dirt, dust, body oils, and perspiration, which cannot be attributed to a single occurrence.

**THIS WARRANTY IS NON-TRANSFERABLE.** GM Warranty Services reserves the right to revise the warranty it offers from time to time. For the latest warranty information, for any products offered or sold in the future, please refer to the GM Warranty Services website: **www.gmwarrantyservices.com**

PLEASE REGISTER YOUR WARRANTY ONLINE AT:

**WWW.GMWARRANTYSERVICES.COM**

YOU DO NOT NEED TO PRE-REGISTER YOUR WARRANTY BEFORE YOU HAVE A CLAIM.