

Rize Home Adjustable Base 20 Year Limited Warranty

Subject to the terms and exclusions below, Rize Home, LLC ("Rize Home") warrants its adjustable bed system ("product") to the original consumer purchaser ("purchaser") against manufacturing defects in material or workmanship under normal use and service for a total period of twenty (20) years from the date of original purchase. Rize Home undertakes no responsibility for the quality of goods except otherwise provided in this warranty. This Limited Warranty is not transferable, and coverage terminates if the purchaser sells or otherwise transfers the product. This warranty applies only to genuine Rize Home products purchased from an authorized reseller identified by reference to the product serial number for personal, household, or consumer use. Rize Home will require product serial number and proof of purchase from the purchaser to determine eligibility to make a valid claim under this Warranty.

To File a Claim: Prior to contacting Rize Home, refer to the troubleshooting steps provided in the product user manual and confirm the product was not used in a manner inconsistent with the operation and maintenance procedures outlined in the product user manual, this warranty, or any other applicable document published or approved by Rize Home. To submit a warranty claim, complete the warranty inquiry form found online at rizehome.com within thirty days of discovery. Purchasers should be prepared to provide reasonable proof of defect, proof of purchase and product serial number. The purchaser may be asked to undertake certain steps to troubleshoot the product or part for which a claim is being made. These steps are essential to determining whether the warranty claim is covered and ensuring dispatch of the correct replacement product or part. All troubleshooting of a reported issue is done via phone, chat, email, or other supported channels when determining if the product has a defect covered by the warranty.

Year 1: The above warranty will apply for a period of one (1) year from the warranty commencement date to manufacturing defects. The decision to repair or to replace defective parts under this Limited Warranty shall be made by Rize Home at its option and at its sole discretion. Rize Home shall bear all service, transportation, labor, and shipping costs associated with the repair or replacement of the defective part(s) to the contiguous United States unless otherwise expressly noted.

Years 2-3: For a period of three (3) years from the warranty commencement date Rize Home will warrant manufacturing defects of factory supplied frame, electronics, electrical components, drive motors and power supply components under normal use and service and specifically does not include attachments such as legs. The decision to repair or to replace defective parts under this Limited Warranty shall be made by Rize Home at its option and at its sole discretion. The purchaser shall bear all service, transportation, labor, and shipping costs associated with the repair or replacement of the defective part(s) unless otherwise expressly noted.

Years 4 - 20: For a period of twenty (20) years from the warranty commencement date Rize Home will warrant manufacturing defects of factory supplied frame, and specifically does not include its cover, side rails, decking or legs, or other attachments, such as actuator lift motors, massage motors, control box, remote controls, Wi-Fi modules, Bluetooth modules, power supply, power supply cords, LED light, USB charging port or other electrical or mechanical components. The decision to repair or to replace defective parts under this Limited Warranty shall be made by Rize Home at its option and at its sole discretion. The purchaser shall pay 1/17 of the current MSRP of the replacement part, multiplied by the number of years after the fifth year from the warranty commencement date. The purchaser shall bear all service, transportation, labor, and shipping costs associated with the repair or replacement of the defective part(s) unless otherwise expressly noted. There is no warranty at all after twenty (20) years, dating from commencement of this Limited Warranty.

Start of Warranty Period: The warranty periods stated above will commence on the date of the first retail purchase of the product from an authorized Rize Home reseller. If original proof of purchase is not provided by the purchaser, Rize Home reserves the right to determine if the product is covered, or is not covered, by this warranty and may use the manufacturing date as the warranty commencement date. Repairs to or replacement of the product or its components under the terms of this limited warranty will apply to the original warranty period and will not extend beyond such period.

EXCLUSIONS FROM WARRANTY: Loss, damage, malfunctions or other defects caused in whole or in part by any one or more of the following are not covered by any warranty and neither Rize Home nor the seller shall be responsible for them:

- damage not directly caused by manufacturing defects in material or workmanship

- ordinary wear and tear
- excessive weight placed upon the product or failure to comply with the recommended weight restrictions
- claims related to comfort preference
- any damage caused to the product by the purchaser including but not limited to physical or electrical abuse or misuse, stains, soil, burns, cuts, tears, or spills or factors other than a product defect
- storage or use outside of home or other exposure to the elements
- damage caused by mishandling whether in transit, delivery, installation, relocation, or other handling by anyone other than by an authorized Rize Home service provider
- failure to comply with the operation and maintenance procedures outlined in the product user manual, this warranty, or any other applicable document published or approved by Rize Home
- any modification of the product without prior written authorization or consent by Rize Home, including the use of unauthorized third-party parts and electronics
- use of any parts, components, or accessories that are not supplied by Rize Home for the specific product and installed by an authorized Rize Home service provider
- damage to mattresses, fabric, cables, electrical cords or items supplied by resellers
- unnecessary service calls, including costs for in-home service calls solely for the purpose of educating the purchaser about the product and/or for finding an unsatisfactory power connection
- cost associated with the transportation, inspection, removal, or installation of any product or parts
- reimbursement for inconvenience, removal, setup time, or loss of use
- products purchased for, or used in, commercial settings, including, but not limited to, hotel and rental properties (e.g., Airbnb, VRBO, etc.) and display model products previously used as floor samples

The warrantied product is not a medical device. It is not intended for use in the diagnosis, cure, mitigation, treatment, or prevention of disease or other conditions. Rize Home makes no warranties related to the diagnosis, cure, mitigation, treatment, or prevention of any disease or other condition.

This warranty will be void if either the recommended weight restriction is not followed, or if any modifications are made to the product. This warranty does not provide coverage and will become void if damage is caused by acts of nature including but not limited to fire, flood, or lightning damage or for damage caused by power surges. This warranty will only apply to the original purchaser and will be void to a subsequent owner. If you are not the original purchaser of this product, you take “as is” and “with all faults.”

LIMITED REMEDY: The sole and exclusive remedy for any item which fails to meet the express written warranty set forth above shall be, at Rize Home’s option, either repair or replacement of the defective item. Replacement parts may be new or reconditioned at Rize Home’s sole discretion. Rize Home may require reasonable evidence of the existence of a defect, and Rize Home customer service staff will discuss specific requirements as outlined in the claims process. Within the warranty period, replacement parts will be supplied at no charge to the purchaser, unless otherwise directed by Rize Home during the claims process. The purchaser shall bear all service, transportation, labor, and shipping costs associated with the repair or replacement of the defective part(s) unless otherwise expressly noted. At its discretion, Rize Home may request the return of defective parts and will cover the shipping costs for such returns.

NO OTHER WARRANTY EXPRESS OR IMPLIED: The foregoing express warranty is the only warranty by Rize Home. RIZE HOME SUPPLIERS AND AFFILIATES DISCLAIM ALL WARRANTIES, CONDITIONS, CLAIMS OR REPRESENTATIONS WITH RESPECT TO THE PRODUCTS OR SERVICES WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, COMPATIBILITY, OR OF FITNESS FOR A PARTICULAR PURPOSE. NO INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED FROM RIZE HOME SUPPLIERS AND AFFILIATES WILL CREATE ANY WARRANTY. Rize Home does not authorize any person or entity to create for Rize Home any obligation or liability in connection with the warranties. All other express warranties or warranties implied by law or otherwise are hereby denied and disclaimed to the full extent permitted by applicable law.

LIMITATION OF LIABILITY: In no event shall Rize Home, LLC be liable for incidental or consequential damages of any kind or nature whatsoever caused by or arising out of this product, any breach of this warranty, or any product defects, and the sole and exclusive remedy

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shall be repair or replacement of defective items within warranty to the extent and in the manner provided herein.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to every purchaser. This Warranty gives the purchaser specific legal rights, and the purchaser may also have other legal rights, which may vary from state to state.