



Hope Mattress - Lifetime Warranty

WHAT IS COVERED:

This warranty covers any defects in materials or workmanship with the exceptions stated below for all Hope Mattress products. CCB Hope Ventures, LLC warrants the Covered Product to be free of all defects in material and workmanship for Lifetime from the date of receipt.

HOW LONG COVERAGE LASTS:

This warranty runs for your lifetime ownership of your new Hope Mattress from the date of purchase.

WHAT IS NOT COVERED:

The warranty applies only to the original purchaser and does not cover: (a) wear and tear; (b) damage caused by abuse or failure to follow care instructions; (c) stains, (d) fire or flood damage, (e) visible depressions

or indentations in the top of the mattress less than 1 inch in depth.

WHAT CCB HOPE VENTURES, LLC WILL DO:

Hope Ventures, LLC, at its sole discretion, will repair, replace, or refund any mattress that proves to be defective in materials or workmanship.

HOW TO GET SERVICE:

E-mail support@hopemattress.com to submit your warranty claim. Please keep your receipt so that we may process your warranty request.

HOW STATE LAW APPLIES:

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

LIMITATION OF DAMAGES:

In no event shall Hope Ventures, LLC be liable for consequential damages for breach of this warranty. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to the buyer.

Within the period of this warranty, Hope Ventures, LLC will repair or replace, free of charge; any part proving defective in material or workmanship. All warranty repairs and service must be pre-authorized by Hope Ventures, LLC.

All expenses related to replacing or repairing a defective part under this warranty shall be assumed by Hope Ventures, LLC except for the following expenses, which shall be assumed by the buyer:

\$75 shipping fee each way

WARRANTY EXCLUSIONS:

This warranty does not apply to any costs, repairs, or services for the following:

1. Service calls to correct the installation of the Covered Product, or to explain the usage of the product to the buyer.
2. Repairs necessitated by use other than normal home use.
3. Damage resulting from misuse, abuse, accidents, alterations, or improper installation.
4. Corrective work necessitated by repairs made by anyone other than a Hope Ventures, LLC authorized service technician.