

WARRANTY

We make every effort to be sure we manufacture our organic products with only the very finest materials available. If, however, you discover a defect in your new product, simply contact the retail store where you made your purchase, or if you cannot reach them, write to the address printed on the law label of your product.

If a defect that is covered by this warranty is discovered during the period of the warranty, Obasan will repair or replace (at our option) the defective item with a reasonable period of time.

Obasan reserves the right to refuse service and invalidate this warranty when, upon inspection, the sleep set is found to be in an unsanitary condition, or when the product failure is due to cause other than defective workmanship or materials.

Obasan does not warrant that this product is suitable for any person's medical condition. Obasan makes no warranty beyond what is contained in the writing.

In order for your warranty to be valid you must:

Be the original purchaser and have purchased your Obasan product from an authorized Obasan dealer.

Provide a copy of the original proof of purchase from the authorized Obasan dealer.

Provide the law label from your Obasan product.

If identical materials are not available at the time of product service, Obasan reserves the right to substitute materials of equal or greater value or at our option, provide a refund.

20 YEAR LIMITED WARRANTY COVERAGE

Warranty Term: First 10 years non-prorated
Second 10 years prorated from day one.

<p>(mattresses)</p> <ul style="list-style-type: none"> • Stitches pulled out of the quilting • Body indentations of 1-5 inches or greater • Excessively lumpy feeling • Sagging: Your mattress must be continuously supported by a matching foundation, or equivalent, an appropriate frame. If unsure, contact your sleep consultant. 	<p>(foundations)</p> <ul style="list-style-type: none"> • Splits in the wood frame • Squeaks, rattles, or noises • Loose or broken plastic pieces • Compression of modules • Unstapling of modules 	<p>(items not covered)</p> <ul style="list-style-type: none"> • Stains, soiling or burns • Damage caused by moving • Transportation costs • Comfort preference • Sheet fit • Damage due to abuse • Structural damage due to improper bed frame • Other possibilities not mentioned on this warranty
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3 YEAR LIMITED WARRANTY COVERAGE

Warranty Term: 3 years non-prorated

<p>(items not covered)</p> <ul style="list-style-type: none"> • Any product with stains, soiling or burns, odors, pitting of fabric from washing • Pillows and comforters that have been washed • Comforters used without a duvet cover • Other possibilities not mentioned in this warranty 	<p>(pillows)</p> <ul style="list-style-type: none"> • Defective Stitching • Clumping of filling • Excessive loss of loft (except Organic Cotton Pillow) 	<p>(comforters)</p> <ul style="list-style-type: none"> • Defective Stitching • Defective Quilting • Clumping of filling 	<p>(protectors)</p> <ul style="list-style-type: none"> • Defective Stitching • Defective Quilting • Clumping of filling • Broken or torn elastics • Shrinking
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www.obasan.ca

Order Toll Free: 1.877.762.2726