



W. Silver Products 20 Year Limited Warranty

W. Silver Products (hereinafter referred to as “WSP”) extends this 20 Year Limited Warranty to the original consumer purchaser (hereinafter referred to as the “Purchaser”) of this motorized bed foundation or motorized bed frame (hereinafter referred to as “adjustable bed”) to be warranted against defects in materials or workmanship as provided herein. This Limited Warranty is not transferrable and the coverage will terminate if the purchaser sells or otherwise transfers the product. WSP will, at its sole discretion and option, repair or replace Purchaser’s adjustable bed.

This warranty begins on the “warranty commencement date,” or the purchase date for new and unused adjustable beds. In the event your adjustable bed was used for a display model, the “warranty commencement date” is the date the adjustable bed was manufactured. Therefore, a display model is only covered by a portion of the limited warranty. The purchaser must show original proof of purchase for any warranty to be valid. If proof of purchase is not presented to WSP, then WSP shall have the final option to determine if the adjustable bed is covered by any portion of this Limited Warranty. WSP retains the option of using the manufacturing date as the warranty commencement date. This warranty is not transferrable and is extended solely to the original purchaser.

Year 1: Full Coverage of Parts and Labor

This adjustable bed is warranted against defects in the workmanship or materials for a period of up to (1) year for the date of purchase and for up to (1) year from the date of manufacture for those beds that were purchased as display models. When notified by the purchaser within the first year, WSP will supply replacement parts (at no cost to the purchaser) for any defective or malfunctioning adjustable bed part. WSP must approve the part is defective or malfunctioning. Once approval is granted by WSP, WSP will authorize all labor costs and transportation costs associated with the repair or replacement. All defective or malfunctioning parts must be returned to WSP within 15 days or this (1) year warranty shall not apply.

Years 2 & 3: Full Coverage of Parts Only

If the defect or malfunction occurs during the second or third year from the Warranty Commencement Date, WSP will replace any defective or malfunctioning part that is not excluded by this warranty. The purchaser is responsible for all service, transportation, labor and shipping and handling costs related to the delivery and/or replacement of the defective or malfunctioning part(s). This 2 & 3 Year Parts Warranty is valid once the purchaser returns all defective or malfunctioning parts to WSP, or by an authorized WSP in-home technician or agent within 15 days.

Years 4 through 20: Prorated Coverage of Non-Electrical Parts Only

Starting in the fourth year from the Warranty Commencement Date and through the end of the 20th year from the Warranty Commencement Date, WSP will issue replacement parts for any mechanical part found to be defective or malfunctioning. This does not apply to electronics, electrical components, massage motors and lift motors. The purchaser is responsible to pay all service and transportation costs related to receiving and installation of the new part and a portion of the cost of the defective or malfunctioning mechanical part. The Purchaser will be required to pay 1/17th of the (then) current replacement cost of the part multiplied by the number of years past the third year from the Warranty Commencement Date. This seventeen (17) year warranty is valid once the purchaser returns all defective or malfunctioning parts to WSP, or by an authorized WSP in-home technician or agent within 15 days.

Additional Terms and Conditions

This Limited Warranty does not include reimbursement for inconvenience, removal, part (s) installation, bed set up, loss of use, shipping, set-up time or any other costs or expensed not expressly covered in this warranty.

This warranty does not apply: (a) if any damage to the adjustable bed caused by the purchaser; (b) if there has been any unauthorized repair or replacement parts; (c) if the adjustable bed has been damaged caused by mishandling during transit or by other means, subjected to physical or electrical abuse or misuse, or otherwise operated in any way inconsistent with the operation and maintenance procedures outlined in the Owner’s Manual, this limited warranty, and any other applicable document published or approved by WSP; (d) to damaged mattresses, bedding cables, electrical cords fabric or any other items supplied by dealers (also known as resellers or retailers); (e) to modification of the adjustable bed without prior written consent by WSP; (f) to costs for unauthorized service calls for the purpose of educating the consumer about the adjustable base or locating proper functioning power outlets; (g) if the recommended weight restrictions are exceeded; (h) if used in any environment or a commercial setting which was not intended, such as but not limited to dormitories, hotels and rentals and (i) Damage to the foam shroud by improper handling or misuse.

Repairs to or replacement of the adjustable bed or its components under the terms of this Limited Warranty will apply to the original warranty period and will not serve to extend such period.

WSP holds no responsibility for in-home service on adjustable beds. WSP and its service technicians will not be responsible for moving furniture or any other items not attached to the adjustable bed in order to perform service on the adjustable bed. Purchaser should contact his dealer for any terms and conditions relating to purchaser’s in-home service if any. Removal of product tag shall void warranty. The product tag has both the model number and the serial numbers which serves as a means of identification to establish one’s warranty rights.

The decision to repair or to replace defective parts under this warranty shall be made, or cause to be made, by WSP at its option and in its sole exclusive discretion.

This Limited Warranty replaces all other warranties expressed or implied including the implied warranties of merchantability and fitness for purpose and no one is authorized to assume or undertake for WSP other liability in connection with the sale of the product. WSP shall not be liable for any consequential or indirect damage of whatever kind, including personal injuries or damage to property, except as provided herein.

Some states do not allow the exclusion of incidental or consequential damages, therefore the above limitation or exclusion may not apply. The warranty gives the purchaser specific legal rights. The purchaser may have other legal rights that vary from state to state. This warranty is valid in all 50 states. This warranty is non-transferable.

REPAIR OR REPLACEMENT SHALL BE THE SOLE REMEDY OF THE PURCHASER. THERE SHALL BE NO LIABILITY ON THE PART OF WSP AND THEIR RESPECTIVE PARENTS, SUBSIDIARIES, DIVISIONS OR AFFILIATES FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR FOR ANY OTHER DAMAGE, CLAIM OR LOSS NOT EXPRESSLY COVERED BY THE TERMS OF THIS LIMITED WARRANTY.

Weight Limits:

The recommended weight limits on our adjustable beds are: Twin/Twin XL/Split Queen/Split Cal King: 450 lbs., Full/Full XL: 500 lbs., and Queen 600 lbs. (please see your Owner's Manual for details). This product is not rated to support weights in excess of these amounts inclusive of the mattress and bedding. The base will structurally support this weight, provided it is evenly distributed across the bed base. The adjustable base is not designed to support or lift this amount in the head or foot sections alone. Exceeding this weight restriction could damage the bed and/or cause injury and will void the warranty.

If you experience any difficulties with your adjustable bed during the warranty period, please consult the troubleshooting guide provided with your adjustable bed and online, if applicable. If the difficulties persist after consulting the troubleshooting guide, please call 888-846-3840. Please have your receipt and serial number available.

Warranty Registration Form

First Name: _____ Last Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Email: _____

Phone Number: _____ Date of Purchase: _____

Model Number: _____ Serial Number: _____

Size of Base: _____ Price Paid: _____

Store Where Purchased: _____ City: _____ State: _____

Store Invoice Number: _____

PLEASE MAIL, EMAIL OR FAX THE FORM AND A COPY OF YOUR PROOF OF PURCHASE TO:
W. SILVER PRODUCTS
ATTN: WARRANTY/CLAIMS DEPARTMENT
P.O. BOX 12904
EL PASO, TEXAS 79913
XXXXXXXX@WSILVERMX.COM
Fax: 915-774-9089