



# **INSTITUTIONAL MATTRESS LIMITED WARRANTY**

Casco Manufacturing Solutions, Inc. has a reputation for providing superior products to our customers. Our goal continues to be "Customer Satisfaction". In the spirit of our commitment to our customers we are proud to offer the following warranty.

## **What does the warranty cover?**

The warranty covers the Institutional Mattress against defects in workmanship and materials and only for damages arising from shipment or normal usage in a hospital or health care facility. This warranty cannot be changed by any employee, distributor or representative of Casco, except in writing and signed by an officer of Casco.

## **What this warranty does not cover?**

The warranty does not cover against damages that arise from abnormal use such as those caused by improper handling, cleaning, or negligent use.

## **What is the period of warranty coverage?**

The Institutional Mattress is covered on a non-prorated basis for a period of one (1) year from the date of the original purchase.

## **What will Casco do to correct the problem?**

Casco will provide a qualified product specialist to assist the facility personnel in obtaining technical service to answer their questions and assistance in obtaining repair parts or replacement product. Casco's responsibility is expressly limited to supply a replacement mattress, which is, in the sole discretion of Casco, found to be defective. No returns, allowances, credits, discounts, charge backs, or other deductions will be made without Casco's prior written authorization.

## **What we will not do?**

We will not replace or repair products which experiences normal wear when the product is used for its intended purpose. We will not pay or reimburse shipping expenses after one year from date of purchase. The customer is advised that all foam will lose some of its resiliency and fabric may stretch or become faded over time.

This is normal and is not included in this or any other warranty applicable to this product.

## **How do you get service?**

In the United States call the Casco Customer Service Department at (800) 843-1339, Monday through Friday. Outside the United States, contact your authorized Casco distributor. To expedite service have the following information available:

- Product model and dimensions (length and width in inches) this information is noted on the manufacturer's tag.
- Description of problem.
- Customer name and contact information.

## **What you must do to keep the warranty in effect?**

Do not remove the manufacturer's tag. Follow care and cleaning instructions in the user's manual or cleaning and disinfection instructions on the care label. Excess weight can permanently compress the polyester and damage the product prematurely.

## **Is there an out of warranty exchange policy?**

Upon request Casco will ship replacement product after the warranty expiration date. Please call the Casco Customer Service Department for current pricing.

## **How does state law relate to this warranty?**

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