



# Warranty Policy - Therapeutic Solutions

## Customer Service

Our promise to you is that you will have a convenient and easy ordering experience, receive a quality product, and experience exceptional customer service. If you have any questions about the product you have purchased or would like to request warranty service, please contact our Service Department at: [service@amico.com](mailto:service@amico.com) or 1-877-462-6426

## Details of Our Warranty

We offer to you, as the original purchaser, a warranty for the cover and foam of our Bodyzone Mattress. Our warranty applies for the warranty period stated below. If any product or product part listed below is defective in material or workmanship during the applicable warranty period, we will repair or replace it at our cost. Please note that the decision to repair or replace a product or product part will be at our discretion.

Our warranty applies only if the product is properly maintained by the original purchaser for normal, indoor use and does not cover normal wear and tear, modification of the product, or damage caused by abuse, improper use, failure to maintain, use which exceeds the published product limitations, or the combination of any product with another product. In addition, our warranty does not cover fading, fabric, texture, colorfastness, stains, spills, or exposure to chemicals, odors, heat or light. Please note that a decrease in the height or firmness is not eligible for a warranty claim.

In certain cases, we may provide you repair or adjustment instructions and/or replacement parts, and ask you to perform a repair or adjustment or replace a defective part. Our warranty gives you specific legal rights, and you may also have other rights, which vary, from state to state. We reserve the right to dispose of any product that is returned, but does not meet the warranty eligibility, unless otherwise informed by the original purchaser. If requested, the non-conforming product will be returned to the customer at their expense.

## Limited Warranty Period and Coverage

Product/Part	Warranty Period and Coverage
Foam	5 years Non-Prorated
Cover	5 years Non-Prorated

Please note that our warranty period begins when we ship the product to you. You must submit a receipt for the purchase in connection with your warranty claim. The warranty period and our obligations under the warranty ends once you transfer the product to someone else or at the end of the applicable warranty period identified above, whichever is earlier.



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## Certain Limitations & Exclusions

While we want you to be completely satisfied with your purchase, there are reasonable limitations and exclusions that apply.

**Amico Therapeutic Solutions makes no implied warranties of merchantability or fitness for a particular purpose; these and all other implied warranties are specifically disclaimed. Amico Therapeutic Solutions will not be liable for consequential or incidental damages that may result from the product or your use of or inability to use the product. To the extent allowed by law, our total liability to you, if any, is limited to the price of the product or service giving rise to your claim.**

Some states do not allow an exclusion or limitation of incidental or consequential damages or how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. If implied warranties are not excluded, and to the extent allowed by law, we limit any and all implied warranties to the applicable warranty period identified above. Except for rights under any applicable state law, the remedies provided under this warranty are your sole and exclusive remedy for any breach of our warranty and state the entire limit of our responsibilities.