

Comfort Shield® LIMITED Manufacturers Warranty

Norix Comfort Shield® Custody Sealed Seam Mattresses
(polyurethane-coated cover)

Norix Comfort Shield® Remedy Sealed Seam Mattresses
(polyurethane-coated cover)

norix®
FURNITURE
Engineered to Endure™

Limited Warranty Coverage

Norix warrants, to its original purchaser, that sealed seam mattresses will be 1) free from failure of the sealed seam bonds, and 2) free of cracks in the cover fabric, both for a period of Five (5) years from date of shipment, under normal use and service, subject to the exclusions listed below. Norix makes no other warranty, express or implied, to its customers or any users of the goods, including without limitation any implied warranty of merchantability of the goods or fitness of the goods for a particular purpose.

Limited Warranty does NOT cover:

- Normal wear and tear
- Product failure due to abuse, misuse, negligence, accident, or installation
- Abrasions, cuts, tears or punctures; burns or fire damage
- Heavy items stored on the mattress
- Mattresses exposed to acids, solvents or other corrosive or damaging substances
- Failure to maintain, properly clean or inspect the mattress (see "Cleaning Procedures" below)
- Mattresses exposed to cold or outdoor elements; or submerged in water
- Freight damage

Warning: Mattress is not to be used as a flotation device

Remedies Under This Limited Manufacturers Warranty

Norix liability shall be limited to repair or replacement of any defect of work or material for products shipped after January 1, 2014, on a prorated basis within the specified warranty period (see table below), at the sole discretion of Norix. Norix shall not be liable for incidental or consequential damages.

Norix reserves the right to inspect the mattress within a reasonable amount of time from receipt of warranty claim, and/or request mattress(es) be returned to Norix.

Remedies Under This Limited Warranty (cont.)

Repair or replacement, at Norix election, shall be the sole and exclusive remedy under this limited warranty. Replacements under limited warranty shall be offered at the following pro-rated discounts:

Warranty Period	Norix Liability
First Year (from date of shipment)	100%
Second Year	80%
Third Year	60%
Fourth Year	40%
Fifth Year	20%

Note: The term of the Limited Warranty for any repaired or replaced mattress will be the remaining unexpired portion of the original warranty period.

All warranty claims must be submitted in writing to Norix' Customer Care Department, listing the date of purchase, original invoice number and description of the defect(s).

Inspection:

It is the responsibility of the receiver of the shipment to inspect product within 15 days of the receipt of shipment and report any discrepancies, damage or defects to Norix Customer Care department. It is the customer's responsibility and obligation to implement a procedure to conduct regular and timely inspections and maintenance of all Norix products to assure that unsafe conditions do not evolve or exist. Further, it is the customer's responsibility to immediately remove defective products from service, including any situations where abuse is suspected or determined to be a potential problem.

Cleaning Procedures:



- Use hospital-grade cleaner or bleach/water solution on the entire mattress
- Completely rinse with clean water (do not submerge)
- After cleaning, dry the mattress cover thoroughly. Do not place wet mattress onto a sleep surface; moisture may cause cover fabric damage (not covered by Limited Warranty)
- Norix Bio Enzyme Mattress Cleaner is recommended to deodorize mattresses (follow instructions on package)