

# RC Willey 10 Year Protection Plan for RC Willey Mattress Protector

This "RC Willey Mattress Protector Warranty" is effective for ten (10) years from the date that you take delivery of your RC Willey Mattress Protector. RC Willey warrants that your new Mattress Protector is designed to resist stains and prevent stains to your new mattress purchased in conjunction with the Mattress Protector. This warranty is subject to the terms and conditions set forth below. The Mattress Protector must be on the mattress at all times for the warranty to be valid. If your mattress is replaced under this Mattress Protection plan, the Mattress Protection plan (warranty) is satisfied. You would need to purchase a new Mattress Protection plan for your new mattress.

**PROTECTION PLAN COVERAGE INCLUDES:** RC Willey Mattress Protector and/or your new mattress purchased in conjunction with your new RC Willey Mattress Protector and covers stains from:

- Household food and beverage stains on your RC Willey Mattress Protector or your new mattress
- Stains from human and pet saliva, urine, stomach fluid, or blood on your RC Willey Mattress Protector or your new mattress
- Construction of your RC Willey Mattress Protector

#### HOW THE WARRANTY WORKS

If your new RC Willey Mattress Protector or your new mattress purchased in conjunction with your RC Willey Mattress Protector becomes accidentally stained as described above during normal RESIDENTIAL use and you cannot correct the stain yourself using RC Willey's procedures, RC Willey will, at its sole option, repair or replace your RC Willey Mattress Protector or your new mattress with the same or a similar RC Willey product. If you do not maintain your RC Willey Mattress Protector or your new mattress as required by the manufacturer's warranty or you do not cooperate with the reasonable request of RC Willey in its efforts to perform its obligations, this "Protection Plan" becomes void. All claims/stains must be reported within 5 days of occurrence.

#### WHEN CALLING FOR SERVICE YOU MUST HAVE

- Your original receipt showing the purchase of your RC Willey Mattress Protector and/or new mattress
- The original copy of your RC Willey Mattress Protector "Protection Plan"
- The original delivery date of your RC Willey Mattress Protector and new mattress purchased in conjunction with the Mattress Protector

**THE MATTRESS PROTECTOR SERVICE PROCESS:** RC Willey Mattress Protector Service may include any or all of the following:

- If a stain occurs, machine wash and dry your RC Willey Mattress Protector as quickly as possible according to the protectors uses and care instructions.
- If the stain persists on your RC Willey Mattress Protector please call the Customer Service at 1-888-448-3750.
- If your RC Willey Mattress Protector has become damaged due to manufacturing flaws please call the Customer Service phone number listed above for return information. Please have your sales receipt available when speaking to our Customer Service Representatives.

**THE MATTRESS SERVICE PROCESS:** FOR A NEW MATTRESS PURCHASED IN CONJUNCTION WITH AN RC WILLEY MATTRESS PROTECTOR, service may include any or all of the following:

- RC Willey may arrange for a no charge in-home service by a professional technician.
- If RC Willey's designated technician determines that repairs must occur off site, your mattress will be removed and returned at no cost.
- RC Willey at its sole option, may elect to replace your mattress (excluding box spring) if the stain cannot be removed.
- Service or replacement is limited to the affected mattress only.
- RC Willey is not responsible for dye lot or texture variations.
- If your warranted product was purchased AS IS or well below the normal RC Willey retail selling price and your product is deemed non repairable, the price you paid may be credited to your account for reselection or a replacement product will be provided at RC Willey's discretion.

#### IMPORTANT EXCLUSIONS

This product "Protection Plan" does not cover anything not specifically listed in the "Protection Plan Coverage" herein in transit damage and/or stains, failure to comply with the RC Willey Mattress Protector use and care instructions or the mattress manufacturer's warranty, willful abuse or misuse, dye stains, caustic solution stains, bleach stains, felt tip marker stains, stains caused by tobacco products, chewing gum, accumulation of stains, soiling from normal use, body oil, hair oil, perspiration, soiling from wear or tear, maintenance and /or everyday use, any stains of unknown origin, mold, any pet damage except stains as listed in the "Protection Plan Coverage" section herein, any odors, fading, color loss and/or discoloration except as listed in the "Protection Plan Coverage" section herein, any non-color fast fabrics, and RC Willey Mattress Protector or mattress sold "as is", used and /or any mattress without an original manufacturer's warranty and /or retailer's warranty, any costs or damage from repair and/or cleaning by anyone without written authorization from RC Willey, any cleaning and/or products and/or procedures without written authorization from RC Willey, any damage by RC Willey products not used according to product instructions, all natural characteristics that cause appearance variations, consequential or incidental damages, except those expressly covered herein, personal injury damages, lost profits, lost savings, or other economic damages, loss of use of your RC Willey Mattress Protector or covered mattress, mattress in storage, utilized for commercial use, non-residential, rental or in-home day care business, damage from fire, damage from fraud, intentional acts, war, hostilities, terrorism or vandalism, and acts of God.

#### INFORMATION

This "Protection Plan" is not renewable or transferable and does not supersede the mattress manufacturer's warranty. RC Willey's failure to exercise certain rights under the "Protection Plan" does not waive those rights. The "Protection Plan" is not valid unless paid for in its entirety. If the purchase was made on an RC Willey revolving charge account, the account must be in good standing, for the plan to be valid. Technicians referred to throughout this "Protection Plan" may be independent contractors of RC Willey and may not be employees of RC Willey. RC Willey does not bare any responsibility for statements or claims made by technicians. RC Willey assumes no liability, incidental to or in connection with, services provided by its independent contractors other than those specifically mentioned in the "Protection Plan." Any provision contained herein which is found to be contrary to state or local laws shall be deemed null and void and the remaining provisions shall continue in full force and effect.

#### FOR CUSTOMER SERVICE PLEASE CALL

**Toll Free: 1-888-448-3750**

**Monday thru Friday 9:00 am to 6:00 pm (Mountain Standard Time)**

OR CALL NEAREST RC WILLEY STORE TO YOU AND ASK FOR THE EXTENDED WARRANTY DEPARTMENT

**This Protection Plan must be presented for service to be rendered.**