

**CORRECTIONAL INDUSTRIES  
CHESTNUT RIDGE MATTRESS  
WARRANTY**

Correctional Industries will offer the following warranty on the Chestnut Ridge Mattress effective Monday, October 18, 2004.

- Correctional Industries will warranty the Vinyl Cover (Ticking) for one (1) year from purchase date.
- Correctional Industries will warranty the foam core of the mattress for five (5) years.

**Warranty Issue**

If a customer has a warranty problem with a Chestnut Ridge mattress they need to contact Correctional Industries Customer Service or their Account Executive with Correctional Industries. Then Correctional Industries will send a representative to examine the mattress to determine the damage to the mattress.

The mattress will then be transported to the manufacturing shop at Coyote Ridge Corrections Center to Examine the mattress core.

- If, upon examination, CI determines that the mattress failed due to defect in material or workmanship, CI will, at CI's option, repair or replace the defective mattress. Correctional Industries will replace the ticking free of charge if within one (1) year of purchase. If the mattress is beyond one (1) year of purchase the customer may have the ticking replaced for the cost of \$20.50 per mattress. Correctional Industries recommends that when you store mattresses, they be stored flat to prevent possible damage to the ticking.
- If the core is determined to be damaged by Correctional Industries and, therefore, unusable and it falls within the warranty period. The customer will be given a credit on the mattress in the following manner.

0-1 year	100% of purchase
1-2 years	80% of purchase
2-3 years	60% of purchase
3-4 years	40% of purchase
4-5 years	20% of purchase