

Correctional Industries Mattress Warranty

Washington State Department of Corrections, Correctional Industries, warrants its products to be free of defects in material and workmanship from the date of delivery. When products are used as recommended by Correctional Industries the warranty provides for repair and/or replacement free of charge to the customer at Correctional Industries' discretion.

Correctional Industries will:

- Warranty the vinyl cover (ticking) for one (1) year from purchase date.
- Warranty the core of the mattress for five (5) years.

Warranty Issue:

Please contact Correctional Industries Customer Service (1.800.628.4738) or your Account Executive if you have a warranty issue. Correctional Industries will send a representative to examine the mattress to determine the damage and/or have the mattress transported to the manufacturing shop for further examination.

- If, upon examination, Correctional Industries determines that the mattress failed due to defect in material or workmanship, Correctional Industries will, at Correctional Industries' option, repair or replace the defective mattress. Correctional Industries will replace the ticking free of charge if within one (1) year of purchase. Correctional Industries recommends that when you store mattresses, they be stored flat to prevent possible damage to the ticking.
- If, upon examination, Correctional Industries determines the core is damaged and it falls within the warranty period Correctional Industries may choose to replace the mattress.

Correctional Industries reserves the right to inspect products/components considered to be defective prior to taking any action under warranty. Correctional Industries may require the purchaser to provide proof of purchase. If there are doubts as to the warranty coverage, Correctional Industries' decision is final.

Exclusions:

- Normal wear and tear;
- Modifications to the product that were not approved by Correctional Industries;
- Product not assembled/installed, used or maintained in accordance with product instructions and warnings;
- Product that is not stored or handled appropriately – whether such conduct is accidental or intentional;
- Due to its inherent nature, material such as fabric and foam are subject to minor variations and irregularities of color and texture. Inherent variations or irregularities are not included in the warranty stated above.

To the extent allowed by law, Correctional Industries makes no other warranty, either expressed or implied, including any warranty of merchantability or fitness for a particular purpose. Correctional Industries will not be liable for any consequential or incidental damages.