

limited warranty

Thomasville® Synchrony™ Sleep Systems are warranted against manufacturing defects as outlined below. If you observe a defect, contact the Thomasville® Synchrony™ dealer from which you purchased your product. If you do not have a Thomasville® Synchrony™ dealer in your area please contact Thomasville® Synchrony™ Customer Support toll free at 1-844-718-6717. This warranty is between Thomasville® Synchrony™ and the original purchaser and is valid only when accompanied by the original purchaser's sales receipt showing the original date and location of purchase. Any future warranty claims revert back to the original purchase date.

Thomasville® Synchrony™ or its authorized dealer can accept or reject a warranty claim based upon its findings. This warranty applies to normal residential use only. Thomasville® Synchrony™ can make substitutions as required of materials, components, subcomponents of comparable value and utility. This warranty is limited to product repair or replacement (to be determined by Thomasville® Synchrony™).

What is covered

If your Thomasville® Synchrony™ Sleep System is defective in workmanship or material, it will be repaired or replaced at the company's option according to the Thomasville® Synchrony™ warranty schedule. The warranty assures the following during normal wear.

- Cover will remain serviceable and free of runs and tears
- Edge tape and/or stitching will not become defective
- The foam core will not crumble, bow out or become deformed
- The box foundation parts will remain in tact and not break
- For the rubber air core, this warranty applies to defects in seaming and workmanship only

What is not covered

- Components subjected to abuse including abuse intended to simulate failure
- Tampering with any component or opening the Synchrony™ processor or Synchrony™ hand control
- Damage caused by shipper, dealer or installation crew
- Any part which merely exhibits normal wear, yet functions essentially as new, including stretching of materials and stitching
- Thomasville® Synchrony™ disclaims any liability for any aspect of installation or any inconvenience caused by a defective part
- Because the consumer controls the end use and maintenance of the rubber air core, Thomasville® Synchrony™ disclaims all liability for damages caused by the use or misuse of this bed
- Tears, punctures, or any damage caused by improper installation, moving of the bed or use
- Failures attributed to improper design or function of associated components not manufactured by Thomasville® Synchrony™
- Body impressions less than 2 inches deep
- Comfort preference
- Fabric stains, soiling or burns

Does not apply to tears, punctures, or cuts caused by accidents, abuse, improper installation of components, or negligence by the consumer or user. The air cores must be properly installed within approved supporting frame.

What we will do

Thomasville® Synchrony™ will repair or replace, at our option, the defective product or component at a cost to the original purchaser based on Trade-In Value of Current Manufacturer's Suggested Retail Price. Trade-In Value means Thomasville® Synchrony™ will offer a credit of the current suggested retail price for a defective component, this credit to be applied towards the purchase of a replacement component or complete bed from Thomasville® Synchrony™. See below to calculate Trade-In Value.

Years After Original Purchase	Original Trade-In Value
Up to 2 years	Full Replacement
3 to 5 years	80%
6 to 15 years	50%
16 to 25 years	20%

What you must do

Return the warranted product or component in sanitary condition to the Thomasville® Synchrony™ dealer from which you purchased the product or directly to Thomasville® Synchrony™. If your claim occurs during the two years of full replacement coverage, we will incur both the cost of shipping the warranted product or part back to us as well as the cost of shipping the repaired or replaced product or part back to you. A Thomasville® Synchrony™ Customer Support Specialist can provide valuable tips on how to pack your fully warranted bed with shipping materials supplied by Thomasville® Synchrony™. If your claim occurs after the full coverage period, shipping of products or parts related to your claim will be at your expense in both directions. Please telephone a Customer Support Specialist at 844-718-6717 to obtain a Return Authorization (RA) number and arrange for the return of the warranted product or component. All returns must have a RA number prior to shipment.

Limitations

Your exclusive remedy, IN LIEU OF ALL INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING FOR NEGLIGENCE, is limited to repair or replacement of any product or component deemed to be defective under the terms and conditions stated above. This warranty applies to normal residential use only. Thomasville® Synchrony™ can accept or reject warranty claims based upon its findings. Thomasville® Synchrony™ will bear no other damages or expenses. Customer maintains responsibility for installation of parts replaced under terms of the warranty. Thomasville® Synchrony™ reserves the right to refuse to repair or replace any product or component that is returned in an unsanitary condition. This Limited Warranty applies only to the product as used in the United States and Canada. It is not applicable in U.S. territories or other countries. This Limited Warranty is non-transferable. Repair or replacement of a product or component under the terms of this limited warranty in no way lengthens the limited warranty period.

ANY IMPLIED WARRANTIES APPLICABLE TO THIS PRODUCT, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN LIMITED WARRANTY.

All claims relating to the limited warranty products should be made by contacting Customer Service at:

1-844-718-6717, or writing to:

Thomasville Synchrony, 2440 Adie Road, St. Louis, MO 63043.