

Grantec International strives to provide the most satisfying experience to our customers by applying over 35 years of experience in R&D and manufacturing. Our vision is to become the premier innovator in the sleep industry. Our mission is to elevate the bedding standard.

GRANTEC LIMITED MANUFACTURER WARRANTY (“LIMITED WARRANTY”)

General:

We stand by the craftsmanship of our products. All Grantec mattresses and foundations are covered by the terms of this Limited Warranty (including the “Mattress Limited Warranty and the Frame Limited Warranty as defined below). Grantec warrants that it will, at Grantec’s option, replace or repair with parts Purchaser’s Grantec product sold and delivered in the U.S. by an authorized retailer if that product is defective due to faulty workmanship or materials. Grantec will not provide discounts, partial refunds, full refunds, or any compensations other than those set forth in this Limited Warranty. If the product at issue is discontinued or unavailable, for any reason, Grantec reserves the entirety of the right to make substitutions with comparable quality, including but not limited to design, color, etc. Grantec will not be responsible for the articles and quality of goods except only those covered in this document. There are no warranties that extend beyond the details provided in this Limited Warranty.

This Limited Warranty is valid only with the original purchase, by the original purchaser, of new products, not of any other condition, from authorized retailers and extends after the expiration date of the return window, offered by the authorized retailers, of the original product purchased. Any defect found prior to the beginning of this Limited Warranty coverage must be resolved directly with the authorized seller. Grantec may require the original proof of purchase or order invoice, in the correct format, to determine the validity of the purchase. Grantec may also request photos to verify the legitimacy of the claim, including but not limited to the defect, the law tag, and other relevant information set forth in this Limited Warranty and requested by Grantec.

Defined Terms:

The term “**product**” means any Grantec mattress, topper, tri-folder, foundation, and/or table.

An “**original purchaser**” means an individual or entity who purchases the product directly from an authorized retailer of Grantec with the intent to use the product for personal consumer use only; this does not apply to purchases for commercial or industrial use and not with the intent to resell the product.

An “**authorized retailer**” means an individual or entity authorized by Grantec to sell products directly to original purchasers. All other individual or entity is considered unauthorized reseller.

A “**Foundation**” means the surface on top of which a mattress rests, usually on top of a bed frame. The mattresses are not allowed use on the floor/carpet.

WARRANTY COVERAGE DETAILS

Innerspring & Foam Mattresses: 10-year replacement limited warranty (“Mattress Limited Warranty”)

General.

Grantec mattresses are designed to work with a firm, solid-surface, non-spring foundation, that is structurally capable of supporting the weight of the mattress and user(s). Grantec mattresses are not designed to work with an adjustable bed base. Therefore, if purchaser uses inappropriate foundations, box springs, adjustable bed bases, or bed frames with the mattress, such use will void this Mattress Limited Warranty, whether expressed or implied, including, without limitation, the implied warranties of merchantability and fitness for a particular purpose.

Mattress Limited Warranty Period: 10 years from the purchase date

This Mattress Limited Warranty covers the following:

1. Deterioration or sagging that causes the mattress to have a visible indentation that measures 1.5 inches or greater without any pressure or weight on the mattress. Grantec may request multiple photos from different angles in order to validate this claim.
2. Any manufacturing defect in the springs which may be free, broken, or distended from its base.
3. Any physical flaw in the mattress that causes the material to split, crack, or separate.
4. Any manufacturing defect in the fabric or seam despite normal usage and proper handling.

This Mattress Limited Warranty does NOT cover:

1. A regular increase or decrease in softness and recovery of the mattress. This also applies to potential changes in the firmness of Grantec mattresses under different purchases.
2. Comfort preference.
3. Physical abuse or damage to the structure and/or cover material, including but not limited to burns, cuts, tears, liquid damage, or stains. This applies to aesthetic damage caused by normal wear. However, if there is a warranty defect not caused by or claimed by the abuse or damage, then the mattress would be subjected to the standard Limited Warranty.
4. Damage associated with improper or incompatible third-party accessories or third-party products, such as bed frame, foundation, etc.
5. Product sold by resellers who are not authorized retailers.
6. Product sold "as-is", "returned", "used", or any other similar wording indicating that the product is not "new".
7. Any damage to or loss of products that are not manufactured by Grantec.
8. Normal wear and tear.

Toppers & Tri-Folders: 5-year replacement limited warranty ("Topper & Tri-Fold Limited Warranty")

General.

Grantec toppers are designed to be used on top of a mattress. Grantec tri-folders are designed to work with a firm, solid-surface, non-spring foundation, that is structurally capable of supporting the weight of the mattress and user(s).

Grantec toppers are not designed to be used on any other surfaces, including but not limited to solid surface, box spring, and vehicle surface. Therefore, if purchase uses the products listed inappropriately, such use will not be covered by this Topper & Tri-Fold Limited Warranty, whether expressed or implied,

including, without limitation, the implied warranties of merchantability and fitness for a particular purpose.

Topper & Tri-Fold Limited Warranty Period: 5 years from the purchase date

This Topper & Tri-Fold Limited Warranty covers the following:

1. Deterioration or sagging that causes the topper to have a visible indentation that measures 1.5 inches or greater without any pressure or weight on the mattress. Grantec may request multiple photos from different angles in order to validate this claim.
2. Any physical flaw in the topper that causes the material to split, crack, or separate.
3. Any manufacturing defect in the fabric or seam despite normal usage and proper handling.

This Topper & Tri-Fold Limited Warranty does NOT cover:

1. A regular increase or decrease in softness and recovery of the topper. This also applies to potential changes in firmness of Grantec toppers under different purchases.
2. Comfort preference.
3. Physical abuse or damage to the structure and/or cover material, including but not limited to burns, cuts, tears, liquid damage, or stains. This applies to aesthetic damage caused by normal wear. However, if there is a warranty defect not caused by or claimed by the abuse or damage, then the topper would be subjected under the Topper & Tri-Fold Limited Warranty.
4. Damage associated with improper or incompatible third-party accessories or third-party products, such as bed frame, foundation, etc.
5. Product sold by resellers who are not authorized retailers.
6. Product sold "as-is", "returned", "used", or any other similar wording indicating that the product is not "new".
7. Any damage to or loss of products that are not caused or manufactured by Grantec.
8. Normal wear and tear.

Bed Frames & Foundations: 5-year replacement or repair ("Frame Limited Warranty")

Frame Limited Warranty Period: 5 years from the purchase date

This Frame Limited Warranty covers the following:

1. Structural damage, broken, or bent components.
2. Squeaks or rattles.

This **Frame** Limited Warranty does NOT cover:

1. Structural damage from using the bed frame improperly
2. Physical abuse or damage to the structure and/or cover material, including but not limited to burns, cuts, tears, liquid damage, or stains. This applies to aesthetic damage caused by normal wear. However, if there is a warranty defect not caused by or claimed by the abuse or damage, then the mattress would be subjected to the standard Limited Warranty.
3. Damage associated with improper or incompatible third-party accessories or third-party products, such as a headboard, casters, etc.

4. Product sold by resellers who are not authorized retailers.
5. Product sold “as-is”, “returned”, “used”, or any other similar wording indicating that the product is not “new”.
6. Any damage to or loss of products that are not manufactured by Grantec.

PRODUCT REPLACEMENT AND PAIR REPAIRS TERMS

Except as otherwise provided herein, Grantec will not charge purchaser to repair with parts or replace purchaser’s mattress or bed frame if it is deemed defective during the length of the applicable Limited Warranty Period (including the Mattress Limited Warranty Period and the Frame Limited Warranty Period). No new, additional warranty shall be provided with a replacement product. The warranty for the replacement product retains the original date of the original purchase of the replaced product. The purchaser does not have the right to demand exchanges for a different product or upgrade to a more expensive product.

ADDITIONAL LIMITATIONS ON WARRANTY COVERAGE

Any and all implied warranties on this product shall not exceed in duration the term of the Limited Warranty Period.

In the event a warranty claim is filed, purchaser will be required to follow the instructions provided by Grantec without exceptions, unless provided directly by Grantec. The purchaser must provide requested images in a timely manner or inform the assigned representative if a time extension is required. Failure to provide any requested information will result in a rejection of the warranty claim to the purchaser. If any non-compliance to safe care instructions, written on the law label, are detected, such discovery will also lead to a denial of the warranty claim. Grantec may but will not be required to collect the replaced products from the purchaser. Grantec will not be responsible for any illegal actions associated with the purchaser’s disposing of the replaced product. Grantec reserves the right to decline claims to warranty if any of the articles listed in the non-coverage details above are factors to the defect. The purchaser does not have the option to escalate any issue to a different agent or manager if dissatisfied with services or proposed resolution. Fraudulent images or claims, or if exploitation is detected, will immediately terminate all eligibility for warranty. Grantec will disregard any further communication or plea for appeal.

Grantec has the right to refuse service and invalidate warranty whenever the product defect is caused by factors outside of workmanship or whenever the product, even if defective, is in an unsanitary condition (e.g., due to blood or bodily fluid stains or soiling, infestation or other abuse), or when Grantec determines, in its good faith, the product has evidence of damage from liquid penetration, cleaning or the use of cleaning fluid.

If the product has been found to be tampered with or not used properly or as intended, this Limited Warranty will not apply. In addition, if the purchaser uses inappropriate third-party accessories and/or incompatible third-party products, such use will void this Limited Warranty.

Grantec may require the original purchaser to provide any proof of the quality of the third-party accessories or third-party products used in conjunction with Grantec products. Grantec reserves the right to invalidate this Limited Warranty if the product is determined, at Grantec's discretion, to be used or stored in an unsanitary condition. Grantec is not responsible for any cleaning cost or expenses that may occur from its product, nor damages to and disposal of Grantec products and all other products not manufactured by Grantec.

Grantec is not responsible for any incidental or consequential damages, including but not limited to medical or health issues such as back-pain, neck-pain, shoulder-pain, allergies, or other pre-existing and post-existing medical conditions. For medical and health related issues and concerns, please consult with a licensed physician at the purchaser's convenience.

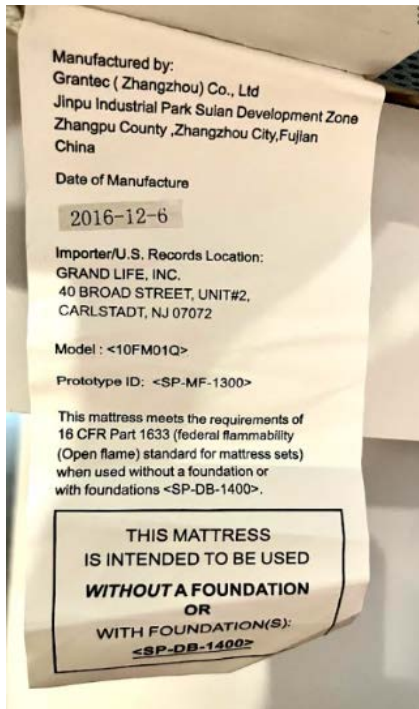
Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply. This Limited Warranty gives you specific legal rights. You may also have other rights, which vary from state to state.

CLAIM INSTRUCTIONS

If the observed defect meets the criteria mentioned in this Limited Warranty, contact us via email at support@grantecintl.com. The purchaser does not have the right to request to file a claim through other communication methods, including but not limited to text messages, phone calls, third-party applications, etc.

Provide a brief description of the product's defect(s). Provide the original order invoice, generated by the authorized retailer, in the format Grantec requires. Links or mobile versions of the invoice are not accepted. Provide clear and visible photos demonstrating the observed defect(s). For any reason may Grantec request originally provided or additional photos to complete the process.

When filing a warranty claim for a Grantec mattress, a photo of the mattress law tag displaying the unique manufacturing information, including <item code> and manufacturing date stamp, is required. The law tag is typically positioned on the corner-edge of the mattress. An image is provided below for reference.



In addition to the law tag photo, Grantec may request a photo of the mattress displaying its height. The purchaser may wish to utilize a ruler or a tape measurer to obtain this information. No other tools without universal measurements are to be accepted. The measurement is from the bottom to the top of the mattress, not from seam to seam. Please refer to the image below for guidelines on how to measure the mattress' height.



All parts of this Limited Warranty apply to the maximum extent permitted by law or unless prohibited by law. This Limited Warranty gives the purchaser specific legal rights, and the purchaser may also have other rights, which may vary from state to state.

You may contact Grantec's Customer Service Department at support@grantecintl.com

PLEASE RETAIN THIS LIMITED WARRANTY AND ORIGINAL PROOF OF PURCHASE FROM THE DATE OF THE ORIGINAL PURCHASE. WARRANTY SUBJECTED TO CHANGES AND UPDATES WITHOUT NOTICE. FOR THE MOST UP-TO-DATE WARRANTY DETAILS, PLEASE CONTACT US.