Warranty Information

5 YEAR LIMITED WARRANTY

WHAT IS COVERED

This warranty covers any defects in materials or workmanship under the conditions and exceptions stated below and applies only to the original purchaser. The warranty is void if purchased or transported outside the USA. This warranty excludes commercial use.

HOW LONG COVERAGE LASTS

This warranty runs for up to five (5) years from the date of purchase, according to the tiers set forth below.

WHAT LUCID® WILL DO

Lucid® is the administrator of the warranty for the 100 Series Adjustable Base.

YEAR 1:
During the period of one (1) year from the date of purchase, LUCID® will offer replacement parts for any defective part to the purchaser. The purchaser shall bear all service, transportation, labor, and shipping costs associated with the repair or replacement of the defective part(s).

YEARS 2-5:
During the years two (2) through five (5) LUCID® will offer replacement parts for any mechanical bed part (excluding electronics, electrical components, and drive motors). Purchaser shall pay 1/4th of the replacement cost of the defective part multiplied by the number of years since 1 year after the warranty commencement date, and LUCID® shall bear the remainder of the cost of the replacement part. The purchaser shall bear all service, transportation, labor, and shipping costs associated with the repair or replacement of the defective part(s). At the sole discretion and direction of the manufacturer, parts demonstrated to be defective must be returned. The manufacturer will arrange all return shipping.

HOW TO GET SERVICE

E-mail "warranty@lucidmattress.com" to submit your warranty claim. Please keep your receipt so that we may process your warranty request.

HOW STATE LAW APPLIES

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

WARRANTY LIMITATIONS

Purchaser must follow troubleshooting procedures as set forth by the manufacturer or its agents before warranty coverage may be granted.

At the sole discretion and direction of the manufacturer, parts demonstrated to be defective must be returned. The manufacturer will arrange all return shipping.

Warranty is void if purchased or transported outside the USA.

The foregoing warranty shall be exclusive and in lieu of any other warranty, express or implied, including warranties of merchantability and fitness for a particular purpose and all other warranties otherwise arising by operation of law, course of dealing, custom, trade, or otherwise. LUCID® shall not be liable for any consequential damages or losses arising from the purchase, installation and/or use of this product.

Notes

To assist with warranty claims, please keep your receipt and record the following:

DATE OF PURCHASE _____

PLACE OF PURCHASE _____

PO # *(found on shipping box label)* _____

SERIAL # *(found on back cover of this manual)* _____

ADDITIONAL NOTES _____