

imaginarium

5 YEAR

LIMITED WARRANTY

**THANK YOU FOR YOUR PURCHASE AND WELCOME
TO THE WORLD OF IMAGINARIUM PRODUCTS!**

Imaginarium is dedicated to providing innovative products to help you relax and rest in comfort. Our products are made with high quality and durable materials that you can trust and are easy to care for. Since our mission is to be as environmentally friendly as possible, we use recycled materials whenever there is an opportunity.

So sit back, relax and let your imagination soar in comfort!

We're here to help! If you have questions about this product or its care or warranty, simply contact us using an option below:

email: info@imaginariumandco.com

toll-free: 833-400-2888

CAREFULLY FOLLOW THE MANUFACTURER'S CARE INSTRUCTIONS!

Failure to follow the manufacturer's care instructions may void your warranty.

PILLOW CARE

When necessary, gently spot clean the soiled area of the pillow with a soft sponge using a mixture of mild detergent and cold water. Do not saturate the pillow with excess mixture. Blot the wet area with a dry cloth. Air dry completely before use or covering with bedding. This pillow will not fit into a washer or dryer. Do not attempt to machine wash or machine dry. Do not use bleach. Do not iron. Do not dry clean.

HELPFUL HINTS

- Avoid spilling liquids or solvents on the pillow.
- Do not use bleach and harsh detergents when spot cleaning.
- NEVER attempt to machine wash or dry the pillow!
- Your body heat will soften the memory foam so that it cradles you during sleep. This is a normal response for memory foam, and it will recover its shape when you awaken refreshed the next day.

FRESH FOAM SCENT

You may notice a fresh foam scent when you first open your Imaginarium pillow. This scent is harmless and will dissipate over time. To help eliminate it quickly, we suggest the following steps before use:

- Before you sleep on your pillow, roll on it to eliminate the tiny air pockets that form naturally during the manufacturing process. This will break the air pockets and release the scent that is encapsulated.
- Spray the pillow with a mild fabric refresher. Let air dry completely before covering with linens.
- Increase ventilation in the room (open windows).

LIMITED WARRANTY

Below are the warranty standards for this Limited Warranty. Please review the Limited Warranty and keep it in a safe place. Please be sure to retain your original sales receipt (or a readable photocopy) or your packing slip (if a .com purchase) for proof of purchase date as well as all tags that are sewn into your products' cover. We recommend leaving these tags intact on your product. In the event you wish to submit a warranty claim and are required to return your product to Imaginarium & Co, Inc ("Imaginarium"), **these documents will be required**. Please keep them on file in a safe and secure place for future reference. We stand behind our Limited Warranty, so please contact us immediately with any issues you may experience so that we can resolve it as soon as possible for you.

A. REGISTRATION OF YOUR WARRANTY

Registration is not required to activate your warranty. Simply retain all required documents stated within this Limited Warranty.

B. WHAT DOES THIS LIMITED WARRANTY COVER?

Imaginarium warrants that the components in this product will be free from defects in material and workmanship as described in this Limited Warranty. Coverage under this Limited Warranty applies only to the original purchaser of a new, unused product purchased within the USA, Puerto Rico and Canada.

C. WHAT WILL IMAGINARIUM DO?

If a defect that is covered during the Limited Warranty period occurs, Imaginarium will repair or replace (at our option) the defective product or component thereof. If it is determined that a replacement is required to honor this Limited Warranty, Imaginarium reserves the right to substitute materials of equal or higher quality and value if the like product or components are not available. If a replacement is required, Limited Warranty coverage for this product is limited to a one (1) time replacement during the original Limited Warranty period which starts on the original date of purchase. Repairs to or replacement of this product or its components under the terms of this Limited Warranty will apply to the original warranty period and will not serve to extend such period.

D. WHAT DOES THIS WARRANTY NOT COVER?

This Limited Warranty does not cover the following: comfort or temperature preference; mold; imperfections of the components; transportation charges (if applicable); any abuse or unsanitary product condition or damage caused by improper use or care; or if the product is no longer within the USA, Puerto Rico or Canada. This Limited Warranty does not include reimbursement for removal or installation, setup time, loss of use, inconvenience, shipping charges or any other costs or expenses. Failure to follow the manufacturer's care instructions may void this Limited Warranty. Imaginarium does not warrant that this product is suitable for any person's medical condition or that it will protect the user against bacteria, viruses or other disease organisms.

In no event shall Imaginarium be liable for any consequential, incidental, indirect, special or punitive damages whatsoever in any way arising out of the use of or inability to use the product. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply.

Imaginarium reserves the right to refuse service and invalidate this Limited Warranty when, upon inspection, the product is found to be in an unsanitary condition, or when the product failure is due to causes other than defective material and/or workmanship.

All warranties contained herein are void if the product is found to have been tampered with or misused by the purchaser beyond reasonable wear, and shall not apply if the product has been physically damaged intentionally or due to accident or neglect, including but not limited to, mold, damage by burns, cuts, water, stains, bodily fluids or is otherwise abnormally soiled, abused or unsanitary.

This Limited Warranty does not include a normal increase in softness of the memory foam material or a decrease in the slow recovery feature (elasticity). These aspects do not affect the pressure relieving qualities of the foam.

The service terms stated in this Limited Warranty shall be the consumer's sole and exclusive remedy in the event of product failure during the Limited Warranty period. Imaginarium makes no warranty beyond what is contained in this Limited Warranty. Imaginarium does not authorize any person or entity to create for it any other obligation or ability in connection with this Limited Warranty.

E. HOW DO YOU FILE A WARRANTY CLAIM?

If you are considering submitting a warranty claim, please contact us toll-free at 833-400-2888 or e-mail us at info@imaginariumandco.com.

A clear copy of the original sales receipt (we recommend taking a photocopy of your register receipt as they fade over time) or your packing slip (if a .com purchase) must be submitted as proof of purchase date as well as **copies of all tags** (sewn into your product cover). You must provide transportation or accept freight charges to and from our nearest facility for inspection of the warranted product (if requested) or to return the product for either repair or replacement. At our discretion, we may request you to provide photos (digital or standard) of the claimed defect prior to its return for inspection (if requested). **Imaginarium will not refund your purchase price**. Please contact the place of purchase (the retail store) for their refund policy.

F. HOW DOES STATE LAW APPLY?

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