Joerns

Joerns Healthcare Warranty Program

for PrevaMatt® Support Surface

Joerns Healthcare (Joerns) warrants PrevaMatt® mattress to be sold free from defects in workmanship and materials, under normal and proper use, for a period of five (5) years (Basic - 2 years; Alleviate - 7 years). The cover warranty period is one (1) years. Damages arising from improper use will not be covered by this warranty.

A defect is defined as, but not limited to:
- Material breakdown or tear
- Delamination
- Separation of constructed materials

Improper use is defined as, but not limited to, those caused by:
- Burns
- Chemical
- Needle punctures, cuts or abrasions
- Excessive loads
- Staining
- Negligent or excessive usage
- Improper maintenance, handling and/or cleaning

Joerns will pay shipping and handling costs incurred in relation to this warranty for the period of one (1) year. Thereafter, those fees will be the sole responsibility of the purchaser. Any claims must be submitted to Joerns in writing within the defined warranty period.

Joerns reserves the right to repair or replace the mattress or mattress components free of charge during the warranty period. Substituted components will be of equal or greater quality. No returns, allowances, credits, discounts, charge-backs or other deductions will be made without Joerns's prior written authorization.

The warranty is prorated. This warranty is the only warranty applicable to the PrevaMatt and there are no other warranties, expressed or implied, and no one other than Joerns has the authority to modify this warranty.

Joerns's liability will not exceed the purchase price (plus any shipping/handling fees) of the mattress. Joerns disclaims any liability for consequential damages arising from a breach of this warranty.

All warranty claims must have an assigned Joerns Return Authorization (RA) number. Returned products are subject to inspection. It is the sole discretion of Joerns personnel to determine if the claim is billable, or a non-charge warranty replacement.

Note to Purchaser: Please be advised that some fabric will stretch and all foam (regardless of chemical composition) and padding will compress during the product lifecycle. This is normal and is not included in this or any other warranty applicable to this product. The PrevaMatt warranty is void if the manufacturer's tag is removed from the mattress.

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