

## **Rosa's 60 Night Comfort Guarantee**

TO QUALIFY FOR THIS ONE-TIME MATTRESS-ONLY EXCHANGE YOU MUST PURCHASE THE OPTIONAL GUARDSMAN 10 YEAR MATTRESS PROTECTION PROGRAM AT THE TIME OF YOUR ORIGINAL MATTRESS PURCHASE FROM ROSA'S, **NO EXCEPTIONS.**

- A) Rosa's wants you to be 100% completely satisfied with your new mattress purchase and is proud to offer our valued customers the very best in customer service. You have between 50-60 nights to decide if the mattress you purchased feels good and is the right comfort choice for you. Advance research in the sleep industry has shown that it takes up to 60 days for our bodies to adjust to the proper support of a new mattress.
- B) If after a minimum of 50 nights you are unable to comfortably adjust to the support of your new mattress, you have up to the 60<sup>th</sup> night from your original delivery date to take advantage of Rosa's 60 Night Comfort Guarantee. To participate in this program:
1. You must have purchased the optional Guardsman 10 year mattress protection program at the time of your original purchase.
  2. Contact Rosa's Customer Care department at (716) 656-5383 Ext. 333 to arrange for your mattress inspection. **All mattresses must be inspected by a manufacturer authorized mattress service specialist.** Your mattress must be in compliance with the terms and conditions of the manufacturers warranty prior to any exchange.
  3. Mattress must be free and clear of any stains and odors.
  4. There is a \$35 service fee for all inspections. This fee is refundable if the above conditions are met at the time of your reselection. Refund, if any, will be applied to the 60 Night Comfort Guarantee exchange delivery fee.
  5. If approved for an exchange, simply visit the Rosa's store of original purchase to make a one-time **MATTRESS ONLY** (excludes box springs) exchange towards another mattress of equal or greater value. You may only exchange for the same size mattress (e.g. Queen for a Queen). If you select a mattress of greater value you simply pay the difference. The Rosa's 60 Night Comfort Guarantee is limited to one exchange per customer per purchase. Refunds are not available.
  6. The 60 Night Comfort Guarantee exchange is subject to a local redelivery fee of \$49.99 plus tax and must be paid at time of reselection. Local delivery includes Erie/Niagara Counties only. For an additional fee, long distance deliveries are available, see store for details. Customer pick ups are not permitted with the comfort exchange.
- C) The 60 Night Comfort Guarantee on your mattress is void if:
1. Your Mattress is damaged, stained, soiled, a special order mattress, an "as-is" or red tagged floor model, or any mattress with odors or signs of abuse.
  2. The law labels are not factory attached to the mattress.
  3. Your mattress is not in compliance with the terms and conditions of the manufactures warranty.
- D) If an exchange is not approved, no refund or credit will be issued for the inspection fee.
- E) All foundations, box springs, adjustable bed bases, and special order mattresses are not included in the 60 Night Comfort Guarantee program.

### **Manufacturers Warranty**

All warranties provided, if any, are manufacturer's warranties. Rosa's grants or implies no warranties of performance on any products. Such warranty paper work is typically included in the packing of the product. Many manufacturers who provide a warranty choose to handle claims directly. Rosa's will gladly work to assist you in contacting the manufacturer of your product selection should you need warranty service.