

Our mattresses make your dreams come true

Congratulations and welcome to the René family,

We are delighted that you have selected us and know that you will enjoy the sleep experience that René products offer. By investing in one of our products, you will obtain regenerating nights' sleep, exceptional manufacturing quality, the best quality/price ratio and the outstanding durability that has made our reputation. Rest assured that René products are designed and carefully assembled by hand in Quebec with the highest industry standards in mind.

Your new René product is protected by a limited manufacturer's warranty. Each René product has its own warranty longevity, so we invite you to refer to the codes below.

Limited Warranty

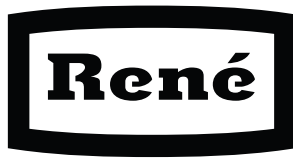
Matelas René Inc. offers limited coverage for the first few years following the date of purchase of your product. The company commits to repair or replace the product if it is deemed defective during the warranty period according to the product-specific coverage defined in the table dessous. Matelas René Inc. reserves the right to replace or repair the materials of defective products with others of equivalent or better quality. The company also reserves the right, if a replacement is selected, to replace it with a model equivalent to or of greater value than the defective model. No warranty is made regarding the color and fabric match of the repair or replacement model. However, all shipping costs associated with repair or replacement will be the buyer's responsibility. No new warranty will be issued with the repaired or replacement product. In the case of a replacement product, the warranty begins on the original date of purchase of the original product before replacement. In order to benefit from the limited warranty, we invite you to consult the list of warranty coverage as well as the various general conditions and exclusions listed below.

Matelas René Inc. covers:

- Body impressions greater than 1.5 inches (3.8 cm)
- Squeaking, rattling (bed bases only)
- Loose or broken of springs steel wires
- Springs or steel wire that tear the fabric
- Broken wooden frame
- Sagging of the wooden frame

General terms and conditions

- You must be the original buyer of the product and you purchased our product from one of our authorized retailers. (If you are not the original buyer, your product is without warranty)
- You have in hand your proof of purchase. (A copy of the original invoice or receipt specifying the name of the product hat is the subject of the warranty claim)
- The legal labels of the mattress must be intact in order to certify the model.
- The mattress must be clean and stain-free. (If the mattress has stains, this warranty becomes void, even if the product has been professionally cleaned.)
- The product is adequately supported by a structure indicated in this document. (If the structure does not meet the definition of an adequate structure, your product is without warranty)



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Exclusions :

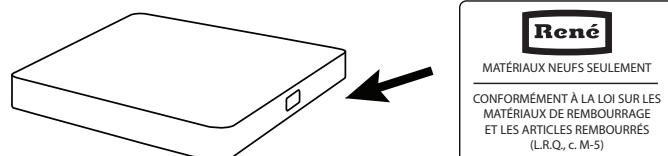
- The warranty is not valid in the event of improper use, particularly subject to burns, tears or punctures made by a sharp or pointed object, incorrect handling or poor cleaning method.
- Demonstration models or floor samples are covered by a warranty limited to 50% of the original product warranty. This is determined by the date listed on the legal label of the product, and not by the date on your invoice of original purchase.
- Demonstration models or floor samples are sold "as is" and "with all faults".
- A mattress that has been damaged as a result of incorrect use, if it has been improperly stored (upright) or folded.
- A normal increase in the fluffy effect – an appearance which does not affect the quality of the product.
- The "W" effect – an appearance which does not affect the quality of the product.
- Body impressions less than 1.5 inches (3.8 cm)
- Upholstery or covering fabric including surface seams, stained fabric, soiling, burns and cuts.
- Rips or shreds that are not obvious at the time of delivery.
- Damage to the product from misuse.
- Mold or moisture stains (the manufacturer cannot be held responsible for problems arising from the environment in which the product is installed)
- Comfort level preference
- All washed parts of a product
- Pulled, unattached or loose stitching of the covering fabric – an appearance which does not affect the quality of the product.
- Damage caused by manipulation of the product while moving it.
- Structural damage caused by improper product support.
- Temporary odor of the new product. Note that after removing the plastic film that covers your new product, a period of ventilation may be necessary. The smell is not harmful to your health.
- A defect that is not linked to the material or manufacturing process.
- Other possibilities not mentioned in this warranty.

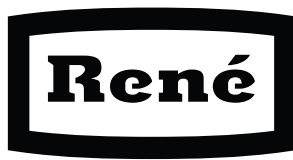
General conditions relating to the replacement of a product :

Matelas René Inc. reserves the right to refuse to provide after-sale services and to invalidate this warranty if one of the general conditions is not respected or if an exclusion applies. All implied warranties of this product, including warranties of merchantability or suitability for intended purpose, shall not exceed the duration of this limited warranty, which is effective from the date of purchase of the product. The conditions of service stipulated in this warranty constitute the sole and exclusive appeal for the buyer when a defect occurs during the warranty period. The company cannot be held responsible for direct or indirect damage resulting from misuse of the product, inability to use it correctly or violation of the conditions of this warranty or any other express or implied warranty.

Please refer to the additional important information below:

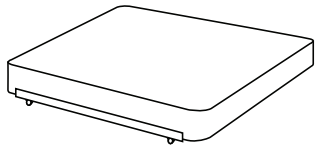
Where to find legal and corporate labels



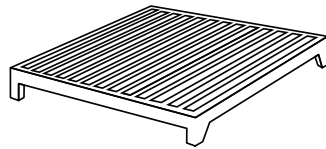


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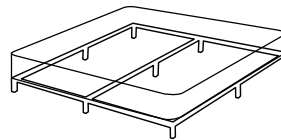
· **Definition of an adequate support structure**



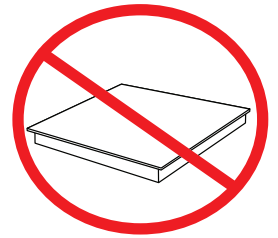
Rigid bed base
(no box spring)



Rigid slats with maximum
spacing of 4"
or
flexible slats with maximum
spacing of 2"



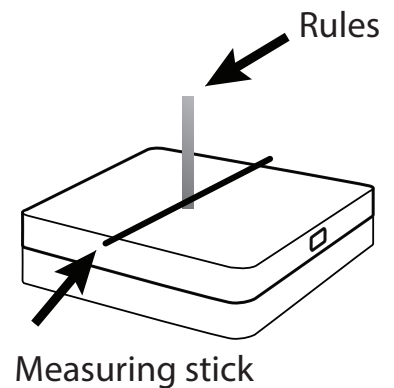
Mandatory central support
legs

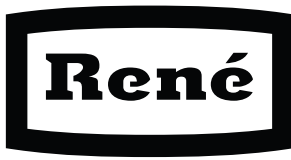


No closed box
without ventilation

· **How to measure body impressions**

1. Place a long stick (like a ruler, broomstick, etc. (it should not be a rounded shape) horizontal to your mattress (see image) above the place where there is a loss of thickness.
2. Place the stick so that it remains straight and is in contact with the mattress.
3. Using a ruler, measure the loss of thickness of the mattress; your warranty will be applied if 1 1/2" (3.81cm) or more is measured from the top of the mattress, and not into the surface stitching.
4. Remember that the main cause of mattress sagging is that the base is not up to standard either because it is uneven and/or improperly installed.
5. We strongly suggest, if possible, that you place your mattress on the floor to gain better insight into the problem, if applicable.
6. Please remove all bedding (comforter, sheets, mattress cover) before taking the measurement in order to determine the loss of thickness, if applicable.





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Guarantee

Percentage of coverage in terms of years

year		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21 +
Code																						
A	1-0	100%	0%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
B	2-0	100%	100%	0%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
C	3-0	100%	100%	100%	0%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
C-A	3-1	100%	66%	33%	0%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
D-A	5-1	100%	80%	60%	40%	20%	0%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
D-B	5-2	100%	100%	75%	50%	25%	0%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
D-D	5-5	100%	100%	100%	100%	100%	0%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
E-B	10-2	100%	100%	80%	70%	60%	50%	40%	30%	20%	10%	0%	-	-	-	-	-	-	-	-	-	-
E-C	10-3	100%	100%	100%	70%	60%	50%	40%	30%	20%	10%	0%	-	-	-	-	-	-	-	-	-	-
E-D	10-5	100%	100%	100%	100%	100%	50%	40%	30%	20%	10%	0%	-	-	-	-	-	-	-	-	-	-
E-E	10-10	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	-	-	-	-	-	-	-	-	-	-
F-A	15-1	100%	70%	65%	60%	55%	50%	45%	40%	35%	30%	25%	20%	15%	10%	5%	-	-	-	-	-	-
G-D	20-5	100%	100%	100%	100%	100%	75%	70%	65%	60%	55%	50%	45%	40%	35%	30%	25%	20%	15%	10%	5%	0%
G-E	20-10	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	45%	40%	35%	30%	25%	20%	15%	10%	5%	0%

Caption

