

WARRANTY/QUALITY ASSURANCE

Hollander Sleep Products/Pacific Coast Feather stands by the craftsmanship and materials of all our products and we offer the below warranty/quality assurance. If a quality concern arises that falls within the below please reach out to your sales representative and Hospitality@Hollander.com. Please be prepared with the information that is required below before submitting claims to expedite the quality claim process.

STANDARD ONE YEAR MANUFACTURER WARRANTY

Hollander Sleep Products/Pacific Coast Feather products are warranted against any defect in workmanship or materials for a period of one (1) year from the date of purchase. The date of purchase is determined by the date stamp on the item, unless an invoice showing proof of purchase is provided. Warranty is voided when items are not laundered according to our care instructions. Examples include, but are not limited to, overheated items or items washed with chlorine bleach. Hollander Sleep Products/Pacific Coast Feather will request photos of the law labels and defects at the time the warranty claim is made. If the law labels have been removed, the warranty is voided. After the Hollander Sleep Products/Pacific Coast Feather Quality team reviews the photos, examples of the defective product must be returned for examination to the below.

Hollander Sleep Products
Quality Department
901 Yamato Rd Suite 250
Boca Raton, FL 33487

WARRANTY LIMITATIONS

This warranty does not include:

- Any condition resulting from other than ordinary commercial wear or any use for which the product was not intended
- Any condition resulting from incorrect or inadequate maintenance or care
- Damage resulting from misuse, abuse, negligence or accidents
- Dissatisfaction due to buyer's remorse
- Normal wear and tear
- Customer's incorrect ordering
- This warranty is void for third party resellers and fourth party buyers. This warranty is only for Hollander Sleep Products/Pacific Coast Feather direct customers and the commercial Hospitality industry that they service. Hollander Sleep Products/Pacific Coast Feather makes no express warranty or condition whether written or oral and the company expressly disclaims all warranties and conditions not stated in this limited warranty. To the extent allowed by the local law of jurisdictions outside the United States, the Company disclaims all implied warranties or conditions, including any implied warranties of merchantability and fitness for a particular purpose. For all transactions occurring in the United States, any implied warranty of condition of merchantability, satisfactory quality, or fitness for a particular purpose is limited to the duration of the express warranty set forth above.

CLAIM PROCEDURES

- Claims for defective merchandise must be made within ONE year from invoice date.
- Any claim for defective merchandise returns must be packed in original packaging
- Pictures are required to claim defective merchandise, along with a copy of the original invoice.
- Examples of the defective product will need to be returned to Hollander Sleep Products/Pacific Coast Feather for review
- If the claim is justified, the item(s) will be replaced or a credit will be issued. It is our policy to replace items whenever possible
- All warranty claims must be filed by the customer to the distributor of this product, who in turn is to contact the manufacturer regarding any warranty replacement. We will not handle claims from the customer directly. Please retain invoices for a minimum of one year for warranty purposes