

SUPPLEMENTARY PRODUCT TERMS & CONDITIONS

Supplementary Terms and conditions are in addition to the General Terms and Conditions; in the event of any conflict, the Supplementary Terms take precedence over the General Terms.

FREIGHT CHARGES

Quoted prices for bedding products include prepaid freight to dockside destinations within California via a carrier selected by CALCTRA.

Set-in-place delivery fees are determined on a case-by-case basis.

Contact the CALCTRA Sales Department for quotes on set-in-place delivery or freight to destinations outside California.

Phone: 916-323-2419

Email: salesinfo@calctra.ca.gov

FLAMMABILITY TESTING

CALCTRA manufactures mattresses to meet or exceed applicable flammability requirements established by the California Bureau of Home Furnishings (California Technical Bulletins 117 and 129, depending on mattress use).

All mattresses manufactured on or after July 1, 2007, comply with Federal flammability standard 16 CFR 1633. See the Bedding section of the online catalog for specific flammability test information. Note: There are currently no State or Federal flammability requirements for pillows.

LIMITED WARRANTY

	COTTON CORE	FOAM CORE	PILLOWS
5 YEARS	• Core	• Core	• Core
1 YEAR	• Cover	• Cover	• Cover

CALCTRA DOES NOT WARRANT

- Damage resulting from misuse or abuse
- Use with inadequate foundations or support systems
- Normal body impressions
- Expected changes in foam feel or recovery over time
- Tears, stains, odors, unsanitary conditions, folds, footprints, burns, cuts, evidence of jumping, rodent or insect damage, infestations, damage from liquids, gels, blood, bodily fluids, weather, or sun
- Firmness or comfort preference
- Mattress cover snagging, pilling, or damage from improper care or cover removal (removing the cover voids the warranty)
- Mildew or mold occurring after use, unless reported within 30 days of the original purchase date

CALCTRA Bedding Terms & Conditions

- Minor imperfections or cosmetic flaws

WARRANTY CLAIMS

If a defect is discovered within the warranty period, customers must notify CALCTRA promptly in writing and provide proof of purchase to receive repair or replacement.

CALCTRA reserves the right to inspect mattresses or pillows on-site before authorizing a return for reported defects or damage. CALCTRA alone will determine whether a product will be repaired or replaced. If the original model is no longer available, an equivalent model may be substituted.

Warranty coverage for repaired or replaced items continues from the original purchase date, not from the date of replacement.

PRORATED CREDIT (YEARS 3-5)

From three to five years after the delivery date, CALCTRA may, at its discretion, issue a prorated credit based on the product's original selling price.

Example: A mattress returned 36 months after delivery may receive a credit reflecting 24 months of remaining use, or 40% of the original sale price.