

VIVE™

Technogel®
Sleeping



Comfort is the new luxury.

Pillow Warranty

Limited Warranty.

Dear Customer

Congratulations on the purchase of a Technogel Sleeping VIVE pillow. This Limited Warranty provides you with detailed information on the warranty terms and conditions along with instructions for the correct use of the purchased pillow. For this reason, we invite you to carefully read the following product information and to keep this booklet for future reference. The preservation of the quality and efficiency of the pillow requires following a few simple rules of correct use and care, which you will find in this booklet.

All Technogel Sleeping VIVE pillows and covers are covered by a 2-year limited warranty against defects in materials or workmanship starting from the date of purchase. This Limited Warranty applies, subject to normal wear and tear, when the products are used as intended following all Technogel instructions and requirements. The Limited Warranty, for the pillow only, can be extended up to 1 additional year, for a total of 3 years, by registering, within 3 months from the date of purchase, to the website www.technogelworld.com in the Limited Warranty dedicated section, which you will find in the home page. All claims under this Limited Warranty must be accompanied by the original receipt of purchase indicating date of purchase, name of the retailer and delivery of the pillow to the retailer.

This Limited Warranty is valid only for the original purchaser of the product. An original purchaser is one who purchases the product directly from TECHNOGEL or an authorized retailer of TECHNOGEL. If purchaser is not the original purchaser of this product, he/she takes it “as is” and “with all faults”. Technogel's sole obligation under this Limited Warranty shall be to replace the pillow and/or cover. The contact person for processing the warranty claim is the retailer where the product was purchased. The purchaser should bring the defective pillow to the retailer, who shall, in its sole discretion, determine whether to replace the pillow and/or cover. The pillow and/or cover may be replaced with a currently available model, which may differ from the original. Replacement of the pillow or any of its components does not extend the duration of the original warranty.

The Limited Warranty provided for herein does not cover:

- changes in softness (which takes place over the years), which is natural and does not affect the characteristics of the pillow;
- products in an unsanitary condition, particularly due to bodily fluid stains;
- damage directly or indirectly caused by people, animals or things, due to the non-compliance with the instructions of TECHNOGEL on the recommended use and maintenance of the pillow and cover;

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- personal dissatisfaction with the features and characteristics noticeable at the time of purchase (e.g. the pillow is too soft/hard, retains/disperses too much heat, etc.);
- deterioration due to normal wear and tear and deterioration caused by external agents such as fire, water, steam, sunbeams or similar;
- the product as a remedy for any specific medical condition. TECHNOGEL does not warrant against any complications resulting from the use or inability to use this product. We do not warrant individual comfort preferences, sheet fit or height issues.

Terms and conditions set forth in this Limited Warranty shall be the consumers sole and exclusive remedy should the product fail during the Limited Warranty period.

THE EXPRESS WARRANTIES SET FORTH HEREINABOVE ARE IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ALL SUCH OTHER WARRANTIES ARE HEREBY DISCLAIMED AND EXCLUDED BY TECHNOGEL. IN NO EVENT SHALL OTTO BOCK'S LIABILITY OF ANY KIND INCLUDE ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF TECHNOGEL SHALL HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH POTENTIAL LOSS OR DAMAGE.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This warranty gives the purchaser specific legal rights, and the purchaser may also have other rights, which may vary from state to state.

MODELS AND SIZES OF THE PILLOWS COVERED BY THIS LIMITED WARRANTY

Model: Classic. Size: standard and King

Model: Deluxe. Size: standard and King

Model: Anatomic. Size: standard and King

If you have questions regarding the Technogel Sleeping VIVE Pillow or any of the information provided herein, you may contact Customer Service Department. Please find instructions on our *www.technogelworld.com* website.

Please retain this Limited Warranty and your original invoice for three (3) years.

Instructions for use.

Your new pillow has been produced with the highest quality materials and state-of-the-art technologies. In order to achieve high performance for the life span of the pillow and for proper pillow care it is sufficient to know and apply the following simple norms of use and care:

- The materials used may have their own specific odor, which will diminish in a short period of time. Leave the pillow out of its packaging in a dry, ventilated place for at least 12 hour before using it for the first time;
- A slight depression or change in softness, due to morphological adaptation, shall be considered normal;
- Do not use solvents or chemical substances on the fabric;
- Do not use irons, blow dryers or other heat sources on the fabric when in place and/or on the pillow itself;

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- Do not use steamers or steam sterilizers to hygienize the pillow. Such treatment would jeopardize the texture and duration of the pillow;
- The protection cover shall not be wet, washed with water or ironed;
- Do not bend, roll up or tie the pillow or leave it in a vertical position;
- Do not remove the sewed protection cover. The warranty is void if that cover is broken;
- Store horizontally in a dry place between 50° F and 104° F, with no weight on top;
- Do not expose the pillow to sunbeams or external agents such as UV rays, fire, water or steam;
- Pillow protector is recommended;
- It is advisable to use the pillow between 60,8° F and 77° F, with a relative humidity of approximately 50%;
- Extra covers besides the provided one could jeopardize the elasticity of the pillow and, as a consequence, the comfort provided;

- Do not use candles on or around your bed;
- Do not allow your pillow to get wet. Protect it from water or other liquids;
- Do not remove the law tag label at the end of your pillow;
- Do not wash or dry clean the core (foam and Technogel® combination) of your pillow;
- Avoid contact with sharp objects or edges that could tear or cut the pillow.

The Technogel Sleeping VIVE Limited Warranty is valid only if the Technogel pillow has been used in accordance with all of the foregoing and following instructions and recommendations:

It has never been used as to cause harm, damage and/or deformation/alteration to the components of the product;

It has not been wet and/or stained (it shall look perfectly clean and in excellent sanitary conditions).

Different use from the declared intended use. In particular, the pillow is conceived solely for supporting the head of people. It is not indicated for children under 3 years (36 months) of age and animals, nor for any other action than sleeping.

Non-compliance with the recommended use and maintenance advice provided.

The product has not been altered or tampered with by an unauthorized person.

The pillow has sustained intentional or accidental damage.

The pillow has not been used in hotels, RVs, car, motor-homes or similar.

The above-mentioned actions relieve TECHNOGEL of any responsibility for any damage, direct or indirect, of any nature whatsoever, to people or things, as a result of improper use.

The pillow comes with a second protective cover that can be washed, following the instructions on the label attached to the pillow cover.

WARNING: Discard the plastic wrapping on your pillow as soon as possible; a child or pet can become entangled and suffocate. For security reasons do not smoke in bed and do not expose the pillow to excessive direct heat sources.

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