



TOTAL GUARD

Peace of Mind Protection

HUDSON'S BAY MATTRESSES

BAY-IGMATZ-EF

THANK YOU

FOR PURCHASING TOTAL GUARD.

PROTECT YOUR MATTRESS FROM ACCIDENTAL STAINS AND DAMAGE

The Total Guard 2-Layer Mattress Protector is designed to help you get a good night's sleep. The outer layer is made from an advanced technical fabric to draw moisture away from your body, offering a comfortable temperature without changing the feel of your mattress. The bottom layer provides waterproof protection to keep your mattress safe from moisture.

The protector's breathable surface allows memory foam and latex mattresses to perform as intended.

- Rest with a fresher, cleaner mattress
- Absorbent and waterproof
- Dust mite and allergy protection barrier

TEN-YEAR MATTRESS PROTECTION PLAN

Congratulations on your new mattress purchase. Protect your investment from accidental stains and damage with the Total Guard Mattress Protection Plan, and enjoy your well-cared-for mattress for years to come.

COVERAGE INCLUDES:

- Food and beverage stains
- Human and pet bodily fluids (excluding perspiration, hair and body oil)
- Ballpoint pen ink stains
- Punctures, cuts, rips and tears
- Burns

REMEMBER TO:

- Read your plan carefully to understand what is covered and how to get help when you need it.
- Blot stains with a clean, dry cloth before calling Total Guard for further assistance.
- Notify Total Guard within 21 days of an accidental stain or damage and have your copy of the receipt and the Total Guard Mattress Protection Plan handy.
- Call 1-866-809-8210 to request service or additional information or visit our online service portal at www.thebay.com/totalguard

Service Contract Terms & Conditions

SERVICE CONTRACT: This service contract ("Protection Plan" or "Plan") is between you (the original purchaser, referred to as "you", "your", or "Owner") and Zucora Inc., 552 Clarke Road, London, Canada N5V 3K5 (referred to as "us", "our", "we" or "Zucora"). We are the administrator and provider of this Protection Plan which is effective for a period of ten (10) years from the date of delivery ("Term"), for the mattress purchased with, and covered by, this Plan (the "Covered Product") and is subject to compliance with the provisions of this Plan and the exclusions set out below and represents the entire agreement between you and us. No representation, promise or condition not contained in this Protection Plan shall modify any terms of this agreement.

To qualify for any service or benefit offered with this Plan ("Plan Services"), the mattress protector provided with this Plan must be used with Covered Product.

1.0 WHAT IS COVERED? – This Plan provides services for the following situations and does not provide services for items listed in the "What is NOT Covered?" section of this Protection Plan.

2.0 MATTRESS PROTECTOR – In the event the mattress protector provided with this Plan becomes accidentally damaged or permanently stained during the Term, and the stain cannot be removed through the normal laundry process, we will replace your Mattress Protector at no additional cost to you. We will replace your mattress protector a maximum of two times during the Term.

3.0 MATTRESS – In the event the mattress protector fails to protect your mattress and the Covered Product becomes accidentally stained or damaged during the Term, we will provide the Plan Services as set out in Section 4.0 below. Service coverage for accidental stains or damage that occur from a single incident include the following: (A) Stains caused by common household foods and beverages. (B) Human or pet bodily fluid stains (excluding perspiration, hair and bodily oils). (C) Stains caused by ballpoint pen ink. (D) Accidental punctures, rips, tears or burns.

HOW DO I OBTAIN SERVICES? – This Protection Plan provides a number of services that you may be eligible to receive if your service request is the result of the item(s) listed in the "What is covered?" section of this Plan.

4.0 PLAN SERVICES – Should we determine that your request for service is eligible for coverage by this Protection Plan, we will provide you with the following services: (A) If your service request is for removal of an accidental stain, we may send you our professional cleaning solution with instructions to assist you in removing the stain. (B) If we determine that stain removal or repair of accidental damage may require the services of a professional service technician, we will arrange to have your Covered Product serviced at your location. Additional mileage charges may apply for technician travel if located outside a 100km radius from where you purchased the Covered Products. (C) If the professional technician is unable to remove the stain or repair the damage, we may elect to repair or replace all or part of the affected area, the damaged component or the entire mattress. Replacement of a mattress fulfills our obligations under this Protection Plan and will terminate the Plan upon replacement. This Plan does not provide for replacement of a foundation or box spring. (D) We may arrange to provide you with an in-store credit for a value up to the original purchase price of the Covered Product, to assist you with replacing your mattress. Your in-store credit will only be valid for a period of sixty (60) days and must be used to purchase a replacement mattress from the same retailer as the original Covered Product, otherwise our maximum liability to you is to provide a refund of the original purchase price of this Protection Plan. (Any cost difference is your responsibility.) Issuance of an in-store credit fulfills our obligations under this Protection Plan and terminates the Plan upon issuance of the in-store credit. (E) In the event the retailer from which you purchased the Covered Products is not able to provide you with replacement product, our maximum obligation to you is to refund the purchase price of this Protection Plan to you.

5.0 REQUESTING SERVICE – We must receive your request for service within 21 days of the occurrence of the incident that caused the accidental stain or damage to the Covered Product that is covered by this Protection Plan. We can only consider requests for service under the following conditions: (A) Your Covered Products were delivered to you soil free and without any stains, flaws, tears, rips or any other damage of any kind. (B) In the event of an accidental spill or stain, you must follow the manufacturer's instructions for cleaning or blot the stained area with a clean dry cloth. Any other attempts to clean a stained area must be done only on the advice and recommendation by us. Failure to obtain or follow our instructions terminates this Protection Plan. (C) To obtain free stain removal assistance or to submit a request for repair service, contact us using our toll-free number 1.866.809.8210 during normal business hours or by submitting your service request online at www.thebay.com/totalguard. (D) We may require you to provide us with proof of purchase and/or a copy of the receipt for the Covered Products (mattress) and the Protection Plan (including mattress protector) before we provide services under this Plan. (E) We may request that you provide us with photos or images of the stained or damaged area to assist us in assessing your service request.

6.0 REGISTRATION AND ELIGIBILITY – To be eligible for Plan Services, this Protection Plan requires registration with Zucora (Your retailer will register this Protection Plan on your behalf). You acknowledge, approve and permit the collection, use and disclosure and/or dissemination of information regarding you and this Protection Plan to us for the purposes of carrying out our responsibilities under the Protection Plan. This Protection Plan is not renewable beyond the Term and is non-transferable.

7.0 WHAT IS NOT COVERED? – Service requests or claims for service cannot be accepted by us for any of the following conditions or circumstances: (A) Anything not specifically identified as covered by this Protection Plan. (B) Wear and tear or any soiling or accumulation of stains or damage resulting from repeated use. (C) Stains or damage of unknown origin or cause or did not occur from a single accidental incident. (D) Abuse, neglect, misuse or excessive damage of the Covered Product. (E) Accumulation of perspiration, body or hair oils, mould or mildew. (F) Any colour variation, fading, colour loss or odours of any kind. (G) Failure to comply with the manufacturer's instructions for use, cleaning or maintaining the Covered Product. (H) Damage caused by animals (other than accidental single-incident staining by pet bodily fluids). (I) Separating or stretching of the covering material, stress tears, seam separation, material flaws, or deterioration of any material components. (J) Loss of foam density or resiliency, springs, frames or other structural components or any body impressions. (K) Product durability issues, fabric flaws, pilling, surface abrasions or scuffs. (L) Covered Products damaged during transit, moving or while in storage. (M) Paint, bleach, permanent dyes, grease, corrosives, acids, permanent inks, or gum. (N) Non-colourfast materials, any X-coded fabrics or products made of natural materials such as virgin wool. (O) Any Covered Product sold in an "as-is" condition. (P) Use of Covered Products in public areas, rental or commercial uses. (Q) Damage covered by any manufacturer warranty, other protection/service plan or insurance program. (R) Acts of God, fraud, intentional acts, war or hostilities of any kind if arising from illegal activity.

8.0 NOTE TO OWNER: This Protection Plan is provided to you by Zucora Inc. All claims and/or inquiries must be submitted directly to Zucora. Your retailer is not responsible for any eligible claims or service obligations provided or administered under this Protection Plan.

The maximum coverage liability of this Protection Plan shall not exceed the original purchase price of the Covered Product. You agree to reasonably cooperate with Zucora in all our efforts to provide the services under this Protection Plan. Any provision contained herein which is found to be contrary to any local law shall be deemed null and void; however, the remaining provisions shall continue in full force and effect. By registering, or authorizing the registration of this agreement with Zucora, you agree that the obligations provided in this agreement shall constitute the full and only remedies for any failure of a Zucora product or service to function as warranted. In no event shall you have any other remedy at law or equity for any direct or indirect consequences of the failure of a Zucora product or service to perform.

CONTACT US

For immediate service, please call 1-866-809-8210 (toll-free) or visit our online service portal at www.thebay.com/totalguard

HUDSON'S BAY