The Sleeping Pods

Limited Two-Year Warranty

Space Smart Sleeping Pod – Single-Layer and Double-Layer Versions

Warranty period	Two (2) years from the Delivery Date
Covered	Defects in materials and workmanship under normal, intended use
Our remedy	Repair, replacement of the defective part or unit, or refund of the purchase price, at our option
To claim	Email info@thesleepingpods.com or call 208-905-4960, with your order number and photos

1. Who Gives This Warranty

This Limited Warranty is given by The Sleeping Pods, Creston, British Columbia, Canada ("we", "us", "our"), to the original purchaser ("you") of a new Space Smart Sleeping Pod (the "Product") bought directly from us. It applies to Products delivered in the United States and Canada.

2. Warranty Period

The warranty lasts **two (2) years from the date the Product is delivered** to you (the "Delivery Date"). Repair or replacement under this warranty does not extend the original period. A repaired or replaced part is covered for the remainder of the original period, or ninety (90) days from repair or replacement, whichever is longer.

3. What Is Covered

We warrant that, under normal and intended use, the Product will be free from defects in materials and workmanship. This includes:

- The ABS polymer shell, panels and structural frame, including the legs (single-layer) and the ladder and stacking structure (double-layer);
- The ventilation system;
- The built-in sound system and the smart TV, subject to Section 5;
- The smart control panel, indicator lights and interior lighting;
- Doors, windows, hinges, latches and the service panel; and
- Internal wiring and electrical components supplied with the Product.

4. Limited Coverage Periods for Certain Parts

Some parts wear out faster than the shell and are covered for a shorter time. These shorter periods apply instead of the two-year period for the parts listed:

Component	Coverage
Shell, frame, legs, ladder, panels	2 years
Ventilation system, wiring, control panel, lighting	2 years
Smart TV and sound system	1 year, or the manufacturer's warranty on that component if longer
Seals, gaskets, door hardware (wear items)	1 year; normal wear is excluded

5. What Is Not Covered

This warranty does not cover, and we are not responsible for:

- **Damage in transit.** Damage that occurs during shipping or delivery must be noted on the carrier's delivery receipt and reported to us within **seven (7) days** of delivery, with photos of the crate or packaging and the damage. We will help you file a claim with the carrier.
- **Normal wear and tear**, including minor scuffs, scratches, fading or yellowing of the finish that does not affect function.
- **Misuse or abuse**, including exceeding reasonable weight or occupancy limits, climbing or hanging on the Product, standing or jumping inside it, or using it for any purpose other than sleeping or resting.
- **Improper installation, assembly, relocation or storage**, including installation that does not follow our instructions, or any installation or modification by a person we have not approved.
- **Unauthorized repairs or modifications**, including opening, altering or replacing electrical components, or adding equipment not approved by us.
- **Electrical problems outside the Product**, such as power surges, incorrect voltage, unstable power supply, overloaded circuits or improper grounding.
- **Damage from the environment or accidents**, including fire, flood, water ingress, extreme heat or humidity, freezing, pests, earthquakes, collision, falling objects and other events outside our control.
- **Improper cleaning or maintenance**, including harsh solvents, abrasive cleaners or pressure washing.
- **Custom colour** variation between batches, and cosmetic differences that do not affect function.
- **Content and services** accessed through the smart TV, including apps, streaming subscriptions, software updates and internet connectivity.
- **Consumables and accessories**, such as bedding, mattresses or pillows, unless supplied by us and stated in your order.
- **Soundproofing performance.** Soundproofing reduces noise but does not eliminate it, and results vary by location and surrounding noise. Reduced noise levels alone are not a defect.
- **Products used commercially in a way not agreed with us**, or Products resold or transferred, unless stated in Section 10.

6. Our Remedy

If a covered defect appears during the warranty period and you make a valid claim, we will, at our option and at our cost for the replacement part:

- repair the Product or the defective part;
- replace the defective part, or the Product, with a new or reconditioned equivalent; or
- if repair or replacement is not reasonably possible, refund the purchase price of the Product, less a reasonable deduction for use.

These are your exclusive remedies under this warranty. We may ask you to return the defective part or Product, or to send photos or video, before we decide. Replacement parts may be new or reconditioned and become your property; the parts they replace become ours. Unless we say otherwise in writing, you are responsible for labour to remove and reinstall the Product and for shipping costs of returning items for the claim.

7. How to Make a Claim

To make a claim during the warranty period:

- Contact us at **info@thesleepingpods.com** or **208-905-4960** as soon as possible after you find the problem, and no later than thirty (30) days after the warranty period ends (for defects that began during the period).
- Give us your name, delivery address, order number or invoice, the Delivery Date, a description of the problem, and clear photos or video of the issue.

- Follow our instructions, which may include troubleshooting steps, sending the part back, or allowing an inspection.
- Keep your proof of purchase. We may require it to process the claim.

8. Limitation of Liability

TO THE FULLEST EXTENT PERMITTED BY LAW, WE ARE NOT LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF USE, LOST REVENUE OR PROFITS, LOSS OF BOOKINGS, INSTALLATION OR REMOVAL COSTS, TRAVEL COSTS, OR DAMAGE TO PROPERTY OR BUILDINGS, ARISING FROM THE PRODUCT OR THIS WARRANTY. OUR TOTAL LIABILITY UNDER THIS WARRANTY WILL NOT EXCEED THE PURCHASE PRICE YOU PAID FOR THE PRODUCT.

Some provinces, states and territories do not allow limits on certain warranties or the exclusion of certain damages, so parts of this section may not apply to you.

9. Disclaimer of Other Warranties

THIS LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY WE GIVE FOR THE PRODUCT. TO THE FULLEST EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES AND CONDITIONS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE TWO-YEAR WARRANTY PERIOD, AND ARE OTHERWISE DISCLAIMED. NO EMPLOYEE, DEALER OR OTHER PERSON IS AUTHORIZED TO CHANGE THIS WARRANTY.

10. Transfer

This warranty is for the original purchaser only. It may be transferred once, for the remaining period, to a person who acquires the Product at the same installed location, if you notify us in writing and provide the new owner’s name and contact details.

11. Your Legal Rights and Governing Law

This warranty gives you specific legal rights, and you may also have other rights that vary by province, state or territory. Nothing in this warranty limits any rights you have under consumer protection laws that cannot be waived. This warranty is governed by the laws of British Columbia and the federal laws of Canada applicable there, except where the laws of your place of residence require otherwise.

12. Safe Use Reminders

- Follow the installation and user instructions supplied with your Product.
- Keep the ventilation openings clear and do not cover them.
- Do not use the Product if you see damaged wiring, a burning smell or a malfunctioning electrical component. Disconnect power and contact us.
- The Product is intended for one adult per cabin.

Contact for warranty service
The Sleeping Pods • Creston, BC, Canada
info@thesleepingpods.com • 208-905-4960 • thesleepingpods.com

Warranty version 1.0 • Effective for Products delivered on or after [EFFECTIVE DATE]. Product details and specifications are as described at thesleepingpods.com and in your order confirmation.