

BIG JOE WARRANTY



WHAT WARRANTY COMES WITH MY BIG JOE?

COVERS

Comfort Research, the Creators of Big Joe, stands and sits behind all of our products purchased at buybigjoe.com or one of our authorized retail partners. No registration is required: the external cover of every Big Joe no matter what it is filled with (polystyrene beans, foam, or molded core), has a limited one-year warranty* against factory defects when the claim is accompanied by a receipt of purchase and products photos.

LINERS

Some Big Joe products feature an internal liner in addition to the external cover. Internal liners included in products purchased from buybigjoe.com or one of our authorized retail partners have a limited one-year warranty* against factory defects when the claim is accompanied by a receipt of purchase and products photos.

BEANS

All well-loved, bean-filled, bean bags go flat over time and will need to be re-filled. Big Joe bean bags are filled with a scientifically determined amount of fluffy beans to provide a great sitting experience, because overly-filled or completely-filled bags are not comfy. Any Big Joe bean bag or pool float filled with beans and purchased from buybigjoe.com or one of our authorized retail partners should not go flat within 60 days of purchase; if it does, please reach out to us so we can assist: Comfort Research, Creators of Big Joe, at (616) 475-5000. You will need to provide a receipt of purchase for your Big Joe product(s) and photos of the entire product(s).

SHREDDED FOAM FILLING

Our patented shredded foam filling is designed to never go flat: Big Joe products filled with shredded foam never need more filling and can be re-Fuffed again and again. All shredded-foam filled products purchased from buybigjoe.com or one of our authorized retail partners are covered under our limited one-year warranty* when the claim is accompanied by a receipt of purchase for your Big Joe product(s) and photos. To make a warranty claim, please contact us at: Comfort Research, Creators of Big Joe, at (616) 475-5000.

MOLDED CORE

Our molded core products are lightweight but durable, and have a limited one-year warranty* against factory defects when purchased at buybigjoe.com or one of our authorized retail partners. Your claim request must be accompanied by a receipt of purchase for your Big Joe product(s) and product photo(s). To make a warranty claim, please contact us at: Comfort Research, Creators of Big Joe, at (616) 475-5000.

**This limited warranty covers defects in materials and workmanship for items purchased on BuyBigJoe.com or one of our authorized partner retailers; items purchased by unauthorized websites, third-party sellers (including those on Amazon), etc. are not covered by our warranty. Registration of your product is not required, but warranty claims must be accompanied by an original receipt for the Big Joe product(s) as well as photos showing the entire product and any affected areas.*

Problems that result from external causes such as accidents, spills, stains, abuse, and misuse, are not covered. Big Joes are designed to be enjoyed by people. We love that your pets love them, but because they were designed for use by humans, use by pets voids the warranty.

CONTACT US:

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