

# Warranty Information

## MATTRESS RETURN, REFUND & EXCHANGE POLICY

At Renanim, we're committed to providing premium comfort, support, and peace of mind with every mattress we deliver.

This policy applies specifically to Renanim Mattress-Only purchases (not part of adjustable bed bundles).

### 1. Return, Exchange & Trial Period:

- Renanim offers a 100-Night Mattress Trial for all mattress-only purchases. The trial period begins on the date of delivery as shown on the carrier tracking record.
- To allow your body adequate time to adjust, **the mattress must be used for a minimum of 30 nights before initiating a return or exchange request**, unless the product arrives defective or damaged.
- For products that arrive damaged, defective, or incorrect, please contact us so our support team can arrange a replacement or exchange at no cost to you.

### 2. Conditions for Return or Exchange:

To qualify for a return or exchange, the following conditions must be met:

- The issue must be reported within the applicable time frame.
  - For non-defective returns, the mattress must remain unopened, unused, and vacuum-sealed in its original packaging.
  - Opened or inflated mattresses may be returned within the 100-night trial window; however, a return or replacement cost will apply (see Section 3).
  - Mattresses must be in sanitary condition for inspection. Soiled or unhygienic items will not be accepted for return.
  - Mattresses that are soiled, damaged, or altered are not eligible for return or exchange.
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### 3. Returns & Exchanges (Non-Defective Reasons)

- Renanim offers a 100-night trial period for both returns and exchanges. If you wish to return or exchange your mattress due to comfort preference or size change.
- Exchange: Buyer covers the return shipping of the original mattress plus a replacement fee (8%–15% of mattress selling price) depending on size and location.
- Return for Refund: Buyer covers the return shipping cost, and refunds are issued after the returned mattress is received and inspected.

**Note:** Renanim cannot provide prepaid labels for inflated (opened) mattresses for safety and hygiene reasons. Our team will communicate the exact return or replacement cost before approval to ensure full transparency

### 4. When Returns or Warranty Claims Are Not Accepted:

Renanim cannot accept returns, exchanges, or warranty claims if the mattress shows:

- Stains, burns, cuts, water damage, mold, or excessive dirt.
- Alteration, tampering, or disassembly of any part of the mattress.
- Damage from misuse, neglect, or improper handling.
- Normal wear and tear, including gradual softening or body impressions under  $\frac{3}{4}$  inch (2 cm).
- Damage caused by heating pads or electric blankets.
- Use on an unsuitable or unsupported bed base.
- Commercial or non-residential use.

## **10 YEAR LIMITED WARRANTY INFORMATION**

All Renanim mattresses include a 10-Year Limited Warranty covering manufacturing defects and structural issues under normal use.

### **This warranty covers:**

- Sagging or indentations greater than  $\frac{3}{4}$  inch (2 cm) not caused by an improper foundation.
- Manufacturing defects in foam layers or outer fabric cover.

**Note:** The warranty applies only to the original purchaser with proof of purchase.

### **If Your Mattress Model Is No Longer Available:**

- If your mattress qualifies for replacement but has been discontinued, Renanim will provide a replacement of equal or greater value at its discretion to ensure fairness and continued satisfaction.

## **HOW TO FILE A RETURN, EXCHANGE, OR WARRANTY CLAIM**

- Full name, order number, and contact information.
- Description of the issue or reason for return.
- Photos showing the entire mattress and any affected areas.
- Proof of purchase or order confirmation.
- Our team will review your request and guide you through inspection, approval, or pickup arrangements as applicable within 24 - 48 hours.

**1. Refund Process:**

- Once the returned mattress has been received and inspected, refunds will be issued to the original payment method.
- Please allow 5–10 business days for the refund to reflect, depending on your payment provider.

**2. Transportation and Shipping Costs**

- For defective, damaged, or incorrect deliveries, Renanim covers all return shipping costs.
- For non-defective or preference-based returns, the buyer is responsible for the return shipping cost, along with an 8–15% replacement fee if an exchange is requested.