

MATTRESS RETURN, REFUND & EXCHANGE POLICY

Our commitment

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

1. Return, Exchange & Trial Period

- Renanim offers a 100-Night Mattress Trial for all mattress-only purchases. The trial period begins on the delivery date shown in 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 damaged, defective, or incorrect.
- Products that arrive damaged or incorrect are eligible for a replacement or exchange at no cost to the buyer. Manufacturing defects remain eligible for warranty replacement, subject to the 25-35% replacement fee described in the 10-Year Limited Warranty section.

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 as described in Section 3.
- Mattresses must be in sanitary condition for inspection. Soiled or unhygienic items will not be accepted.
- Mattresses that are soiled, damaged, altered, or improperly handled are not eligible for return or exchange.

3. Returns & Exchanges - Non-Defective Reasons

- Renanim offers a 100-night trial period for returns and exchanges requested because of comfort preference or size change.
- **Exchange:** The buyer is responsible for return shipping for the original mattress and a replacement fee equal to 35% of the mattress selling price, depending on size and location.
- **Return for Refund:** The buyer is responsible for return shipping. A refund will be issued after the returned mattress is received and inspected.

Important: Renanim cannot provide prepaid labels for inflated or opened mattresses because of safety and hygiene requirements. 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 a return, exchange, or warranty claim when the mattress shows:

- Stains, burns, cuts, water damage, mold, or excessive dirt.
- Alteration, tampering, or disassembly of any part of the mattress.
- Damage caused by misuse, neglect, improper handling, or failure to follow care instructions.
- Normal wear and tear, including gradual softening or body impressions measuring less than 3/4 inch (2 cm).
- Damage caused by heating pads or electric blankets.
- Use on an unsuitable, damaged, or unsupported bed base.
- Commercial or non-residential use.

10-YEAR LIMITED WARRANTY INFORMATION

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

This warranty covers:

- Sagging or indentations greater than 3/4 inch (2 cm) that are not caused by an improper or unsupported foundation.
- Manufacturing defects in the foam layers.

WARRANTY REPLACEMENT FEE

Manufacturing defects remain eligible for warranty replacement. For an approved manufacturing-defect claim, the buyer is responsible for a replacement fee equal to 25-35% of the mattress retail price.

Additional warranty terms:

- The warranty applies only to the original purchaser and requires valid proof of purchase.
- The 25-35% replacement fee applies only after Renanim confirms that the claim qualifies as a manufacturing defect under this warranty.
- Renanim will disclose the applicable fee and obtain payment before processing and shipping the replacement.
- The replacement mattress remains subject to the remaining term of the original 10-year warranty.

If Your Mattress Model Is No Longer Available

If a qualifying mattress has been discontinued, Renanim may provide a replacement of equal or greater value at its discretion. Unless Renanim confirms otherwise in writing, the 25-35% replacement fee will be calculated using the retail price of the original mattress model.

HOW TO FILE A RETURN, EXCHANGE, OR WARRANTY CLAIM

Email service@renanim.org and include:

- Your full name, order number, and current contact information.
- A clear description of the issue or reason for the request.
- Photos showing the entire mattress, the law tag, and all affected areas.
- Proof of purchase or the original order confirmation.

What happens next

1. Review	Our team will review the submitted information and may request additional photos or measurements.
2. Decision	We will confirm whether the request qualifies and provide all applicable costs before approval.
3. Processing	After any required payment is received, Renanim will arrange the approved return, exchange, or warranty replacement. Initial claim review normally occurs within 24-48 hours.

5. Refund Process

- After the returned mattress is received and inspected, any approved refund will be issued to the original payment method.
- Please allow 5-10 business days for the refund to appear, depending on the payment provider.

6. Transportation and Shipping Costs

- For products that arrive damaged or incorrect, Renanim covers the approved return shipping and replacement costs.
- For approved manufacturing-defect warranty replacements, the buyer pays 25-35% of the mattress retail price. This fee helps cover shipping and the minimum replacement cost.
- For non-defective or preference-based returns, the buyer is responsible for return shipping. If an exchange is requested, an additional replacement fee of 25-35% of the mattress selling price applies, depending on size and location.

Questions? Contact the Renanim Loyalty Team at Service@renanim.org or (302) 309-0757.