

Wayfair 10-Year Limited Warranty Policy

1. Warranty Coverage

Within 10 years from the date of purchase, and under normal household use, if a quality issue occurs due to material or manufacturing defects, we will repair or replace the product free of charge.

2. Exclusions (Not Covered by Warranty)

The following situations are not covered by the warranty:

- **Human Damage:** Damage caused by improper use, negligence, accident, or incorrect assembly/installation.
- **Creases and Folds:** To comply with environmental protection principles and facilitate transportation, the product uses advanced vacuum compression technology. Temporary creases that occur during unpacking are a normal physical phenomenon and usually will naturally flatten and recover after being placed flat for 72 hours. Such situations are not due to manufacturing defects and are not covered by the warranty.
- **Package Damage:** Excessive squeezing, creases, deformation, and related appearance/structural issues caused by the original packaging or logistics transportation.
- **Natural Wear and Tear:** Normal wear, fading, or natural aging.
- **Commercial Use:** Products used in non-residential environments (such as commercial or office spaces).

3. Claim Process

Please contact customer service through your Wayfair account, providing the order number and photos/videos of the defect. After review, we will offer solutions such as replacement of parts, complete machine replacement, or refund.