

## **WARRANTY TERMS / POLICY**

### **Warranty will not be applicable in following cases for mattress -**

- ❖ Invoice and warranty card are not available.
- ❖ The mattress is out of warranty period.
- ❖ Bending/folding/cutting/mishandling of the mattress by consumer.
- ❖ Mattress is placed on soft or uneven surface, or a bed/cot of the wrong size.
- ❖ Seepage of water or any other liquid onto the mattress.
- ❖ Placing any heavy or unusual object on the mattress.
- ❖ Infestation by insects or rodents.
- ❖ Exposure to heat or fire/smoke.
- ❖ Soiling or wear and tear of the outer cover/fabric during usage.
- ❖ Customer is unwilling to allow on-site inspection of mattress by company sales representative.
- ❖ Warranty is limited to sagging of the mattress and does not cover fabric damages, such as tears, stains, color fading, bleeding, soils or burns.
- ❖ In case, the mattress gets wet warranty won't be covered.
- ❖ The transportation cost towards replacement has to be borne by the customer.
- ❖ While the company will do its best to replace the defective mattress at the earliest, the actual time required for replacement will depend on the availability of the product.
- ❖ If your variety / category of mattress has been discontinued, you will be provided with replacement mattress in the same price range as the original mattress.
- ❖ If one of your pair mattress has sagged, only the sagged mattress will be replaced.
- ❖ Warranty does not cover preference in comfort level.
- ❖ Warranty does not cover if threshold of mattress less than 1.5 inches.  
This sag is usually measured by putting a string or other straight line across the surface of the mattress, and then measuring from the string to the bottom of the sag with a ruler.
- ❖ The decision of the company regarding the nature of defects and applicability of this warranty will be final.
- ❖ Please note that initially, when you use your mattress, there may be a slight depression as the mattress conforms to your body shape. This is very normal and in no way, it will reduce your comfort level.
- ❖ Mattress warranties do not cover against comfort issues. If your mattress feels a bit lumpy, or it doesn't support you properly, or it causes pressure to your body, you are out of luck. This is one reason some people claim that warranties aren't honored. Warranties only cover structural problems, not a product that doesn't maintain its comfort over time.
- ❖ Warranty is not available for pillows, protectors & bed spreads.

If you believe you're experiencing a defect in your mattress covered under its warranty, please reach out to us on +91 86800 50000 or [warranty@sotheraho.com](mailto:warranty@sotheraho.com) / [returns@sotheraho.com](mailto:returns@sotheraho.com).

To make a warranty claim, simply reach out to us at [warranty@sotheraho.com](mailto:warranty@sotheraho.com) or give us a call at +91 86800 50000 and we'd be more than happy to help!

For an additional charge, you can request a replacement cover. Just email us at [support@sotheraho.com](mailto:support@sotheraho.com) and we'll let you know how much a new cover will cost for your exact mattress size.

It is also suggested that all mattresses must be replaced every 8-10 years.

For Further Any Query on Warranty, Email us at [warranty@sotheraho.com](mailto:warranty@sotheraho.com)