

Sweetnight Mattress Topper 5-Year Limited Warranty

Sweetnight Co., Ltd covers a 5 years limited warranty of the mattress topper from the date of purchase. To obtain warranty service, please carefully read the following clauses and keep this warranty card property. You should provide a card for each warranty claim.

Being mind that this warranty is valid only to the original purchaser of the product as indicated on the original sales invoice. The warranty is valid from the date of your original purchase, it will not be renewed or extended when you receive a replacement or repair.

What is covered:

1. We provide 5 years limited warranty for the mattress topper series products. If there are any issues, please visit our website and contact our customer service.
2. If there is a defect in workmanship or material, your Sweetnight mattress topper will be repaired or replaced as per the actual situation.
3. Any physical flaw in the mattress causing the mattress topper to split or crack, despite normal usage and proper handling.

Please note: shipping fees are non-refundable.

What is not covered:

1. Normal changes in softness or resilience of the mattress topper.
2. Wear, tear and stains. Any improper maintenance, alteration, or repair by unauthorized representatives.
3. Damage caused by factors other than defective workmanship or materials.
4. The warranty card and purchasing invoice are both needed for warranty, please keep them properly and do not revise it, otherwise, the warranty will be invalid.
5. Comfort preference as it is unique, personal, and subjective.
6. Damage resulting from transit or handling.