RENANIM

MADE FOR RESTFUL SLEEP

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.
- For a confirmed defect covered by the 100-Night Mattress Trial, Renanim will provide a free mattress replacement. Buyers must submit photos or videos showing the defect.

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, for non-defective returns or preference-based replacements, 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.

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 (35% of mattress selling price).
- 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 ¾ inch (0.75 inch).
- 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 of ¾ inch (0.75 inch) or greater 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.

Confirmed defects covered by this warranty qualify for a free mattress replacement after review of photos or videos submitted as proof of the defect.

HOW TO FILE A RETURN, EXCHANGE, OR WARRANTY CLAIM

To start a claim or request, please email “service@renanim.org” with:

- Full name, order number, and contact information.
- Description of the issue or reason for return.
- Photos or videos showing the entire mattress and any affected areas.
  Photos or videos are required as proof for warranty defect claims.
- 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 a 35% replacement fee if an exchange is requested.