Novilla Mattress 10-Year Limited Warranty

Your new Novilla mattress is covered 10 years limited warranty.

To obtain better warranty service, please carefully read the following clauses and keep this warranty card property. You should provide 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 this Limited Mattress Warranty Covers:

1. We provide 10 year limited warranty for the mattress 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 Novilla mattress will be repaired or replaced at our option. Should it be found defective because of faulty workmanship or structural defects other than specific limitations contained.

3. Any physical flaw in the mattress causing the mattress to split or crack, despite normal usage and proper handling.

What this limited Mattress Warranty does not cover:

1. This mattress does not include normal increase of softness in the foam which can occur during normal break in, or in the case of visco-elastic memory foam, a lessening of the gradual recover aspect of the foam, of which such lessening, should it occur, does not reduce the continual pressure reducing and pressure relief properties of the mattress.

2. Damage caused by factors other than defective workmanship or materials.
The warranty period has expired.

3. Product repaired by unauthorized service provider or personnel, or disassembled by users themselves.

4. Once the warranty card or purchasing invoice has been changed, the warranty immediately expired.

5. This card and the purchasing invoice are both needed for warranty so please reserve them carefully. Lose don't repair.

6. Comfort preference as it is unique, personal and subjective.