

Novilla Pillow 3-Year Limited Warranty

Your new Novilla pillow is covered with a 3 years limited warranty.

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.

Please note 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. Any physical flaw in the product that causes the material to split or crack despite normal usage and proper handling.
2. Deterioration of the cell structure of the material that causes the product to not return to its original shape.
3. Any defect due to faulty workmanship or materials.

During the 3 years of this warranty, Novilla will at its option, repair or replace the product, at a handling cost to the purchaser.

What is not covered:

1. If the product or cover is physically abused, damaged, burned, cut or torn, this warranty is void.
2. Product repaired by unauthorized service provider or personnel ,or disassembled by users themselves.
3. Comfort preference as it is unique, personal and subjective.
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. Warranty will be voided if lose them.
6. The warranty period has expired.

In addition, the cover for the product is warranted for 1 year from the date of purchase against faults in material or workmanship. If Novilla replaces the cover for the product, Novilla will replace it with the current cover available, which may be a different cover instead of the original cover.