

## NESTIN Warranty Terms:

Warranty is applicable **only on Nestin mattresses, pillows (wherever applicable), sofa-cum-beds and comforters** and not on other products or furnishing items.

1. The warranty is limited to only the sagging of the core and not the cover under normal conditions of domestic use.
2. Warranty is valid only if purchased directly from the company store or its official website, and not applicable if purchased through a reseller.
3. Warranty is applicable on manufacturing defects only.
4. With normal use, Nestin mattresses/sheets are likely to expand, sag and develop softness.

*Dimension Tolerance of Nestin Mattresses/Sheets: Length/Width is -12mm up to +12mm & Thickness is -12mm up to +6mm.*

5. Warranty will be applicable only if proper care of the product is taken as per Use and Care Instructions mentioned on each individual product page.
6. Retain the cash memo/invoice and warranty card as the same has to be produced in the event of any complaint. Keep these handy while you contact our Customer Care Number @ +91 90484 44000 for us to attend to your complaint.
7. In case identical material is not available at the time of product service, we reserve the right to substitute material of equal or higher value. This will be done at the company's discretion.
8. Product features, specifications and warranty terms are subject to change without prior notice.
9. The company's decision on the warranty will be final.
10. Transportation and other incidental costs towards attendance of complaints and repair/replacement (post the 10-day no questions asked return/refund period) will have to be borne by the customer.
11. Disputes, if any, are subject to the jurisdiction of Palakkad, Kerala.
12. Kindly treat your mattress with care. Sitting on the edges or keeping heavy objects on it could ruin its shape.

*Please note:*

*In the unlikely event of your mattress sagging, the warranted benefit will be given to a customer as mentioned in the example below:*

*e.g.: In a hypothetical case of a Nestin Ortho Pocket Spring Mattress worth Rs. 13200 with a warranty of 10 years shows a defect after 6 years of use, a Pro Rata money back warranty is applicable for the balance of 4 years. The Pro Rata value available to the customer on that mattress would be calculated as:*

***Rs. 13200 ÷ 10 years) x 4 years = Rs. 5280***

*This Pro Rata amount of Rs. 5280 will be adjusted in the purchase of a new Nestin mattress/product directly from the company or through its website.*