

WARRANTY TERMS

- The warranty applies only if the purchase of the mattress is from an authorised Kurl-On dealer.
- To make a warranty claim, the warranty card and relevant cash memo must be produced along with the mattress.
- Please note that stains occurring on the mattress tapestry after unpacking or removing the packing/poly bag and subsequent use at the customer's end will not be covered under the warranty.
- Cloth damage or tearing of cloth during usage will not be covered under the warranty.
- Opening of stitches (both quilt and tape edge) that is reported after 15 days of the purchase date will not be covered under the warranty.
- If a warranty claim is made, the mattress needs to be brought to the point of purchase.
- Consumers can avail 'Service @ Your Doorstep' where Kurl-On will arrange for an inspection of the mattress or other products at your doorstep at an additional cost of Rs. 250 per visit (within city limits) and Rs. 500 (outside city limits).
- While we will do our best to replace the defective mattress at the earliest, the actual time required for replacement will depend on the availability of the product.
- If the variety of mattress that has been purchased is discontinued, a new mattress in the same price range as the original mattress.
- If one of your pair-mattresses has sagged, then only the sagged mattress will be replaced. However, customers can avail of a replacement of both mattresses by paying the difference value.
- The rebate will be calculated on the MRP as of the date of exchange.
- Please note that our warranty doesn't include damage resulting from improper usage.
- Kindly follow the tips given under dos and don'ts.
- Damages due to infestation by insects/rodents/rats and due to any natural calamities are not covered under the warranty.
- Damages or sagging in the mattress due to improper size and condition of the cot, uneven resting surface, and improper structural design of the cot are not covered.
- Warranty is not applicable for any smell that may occur during usage in an enclosed environment, moisture in the air due to the surrounding environment/use of air conditioner, excessively wet surface, and pouring of liquid on the mattress.
- The warranty doesn't cover preferences in comfort level.
- Depression of less than 1.5" in the 5" thick mattress and a depression of less than 1" in the 4" & less thick mattress is not covered under the warranty.
- Please note that when the mattress is used initially, there may be a slight depression as the mattress conforms to your body shape. This is normal and in no way will it reduce your comfort level.
- Claims arising from the warranty will be restricted to courts within Bengaluru Jurisdiction only.
- Lastly, please note that the decision of the company regarding the nature of defects and applicability of this warranty will be final.

The rebate on the MRP at the time of warranty claim is applicable as tabulated below - (Please refer 2 yrs)									
Warranty Period	0-1 yrs	1-2 yrs	2-3 Yrs	3-4 Yrs	4-5 Yrs	5-6 Yrs	6-7 Yrs	7-8 Yrs	8-10 Yrs
2 Year	Free Replacement	50%	-	-	-	-	-	-	-
3 Year		50%	25%	-	-	-	-	-	-
5 Year		80%	60%	40%	20%	-	-	-	-
7 Year		80%	60%	40%	20%	10%	-	-	-
10 Year		80%	60%	40%	40%	40%	20%	20%	10%