



WARRANTY (MATTRESSES), 100-NIGHT TRIAL & RETURN POLICY

10-YEAR LIMITED WARRANTY

We'll provide a free replacement if your mattress sags more than 3/4" within 10 years, with valid proof of defect. Warranty does not cover: general wear and tear, misuse, stains, fabric damage, or changes in comfort preference.

100-NIGHT MATTRESS TRIAL – YOUR CHOICE

MATTRESS EXCHANGE:

Exchange your mattress for another model within the trial period. The cost of the original mattress will be applied. Limit: one exchange per customer.

FULL REFUND OPTION:

If you're not satisfied, return the mattress in good condition—no stains or damage—for a full refund, subject to inspection.

IMPORTANT NOTES:

- Stains or soiling will void both warranty and trial eligibility.
- We highly recommend using a mattress protector to preserve eligibility.
- The trial and warranty policies apply to residential use only.

REQUIRED FOR WARRANTY OR TRIAL CLAIMS:

- Full-view image of the entire mattress
- Close-up image of the issue or defective area

HOW TO GET SERVICE:

Please message us on our Store page or at service@renanim.org to submit your warranty claim. Attach your Full name, Order ID, and Order details with the warranty subject to use for confirmation.