



Warranty & Returns policy

Dates: Jan 1st – May 16th 2019

Warranty

Sleep&Glow pillow is made of high-quality materials and rigorous standards, so you get a durable, long-lasting product. Still, we realize that sometimes things go wrong. To protect you against product defects, we offer:

a 3-year limited warranty for our pillows;

a 6-month limited warranty for our pillowcases 6 months from the date of purchase.

The warranty is valid only if care and usage instructions have been followed. The warranty covers physical defects and alternations infringing functional benefits of the pillow and pillowcases. This warranty does not cover damage or failure resulting from misuse, abuse or normal wear and tear. For example, this warranty does not cover discoloration, colour change (yellowing), stains, punctures, tears or abrasions. Additionally, surface imperfections or slight irregularities are part of the foam production and does not affect the quality, function and structural integrity of the product.

The pillow's product life is 5 years. After this period, we recommend replacing the pillow.

Returns

Given the personal nature of our products, we accept returns only if the item is damaged at delivery or if there is a product defect. Each of our products carries a warranty to protect your investment.

The pillow and pillowcases can be returned if they do not have traces of use and their resalable condition, consumer properties, factory labels, and all packaging elements are kept intact. Please keep the receipt.

A return is possible within 2 weeks of receiving the product. In case of refund, there should be no more than 2 weeks between the date of purchase receipt and sending it back to the store.

The return of the product is carried out by the customer at the customer's expense.

In case of questions, please contact us on info@sleepandglow.com