**Return and Warranty Policy for Online Sales**

We are committed to ensuring your satisfaction with our mattresses and pillows. Please carefully review our return and warranty policy to understand the terms and conditions for returns, exchanges, and product warranties.

**30-Day Break-In Period**

Adjusting to a new mattress or pillow takes time. Your body needs a minimum of **30 days** to adapt to the comfort and support of your new product. As such, we require that you keep and use the product for at least 30 days before initiating a return or exchange. This break-in period ensures you give the product a fair opportunity to meet your expectations.

**Return Eligibility**

• **Timeframe**: After the 30-day break-in period, you have up to **90 days** from the date of delivery to initiate a return.

• **Condition**: Returns will only be accepted for products in clean and sanitary condition, free from stains, odors, or physical damage caused by misuse.

• **Original Packaging**: While the original outer packaging is not required for returns, the product must be securely packaged for return shipping.

**Shipping Packaging Disclaimer**

• **Outer Packaging**: Please note that the **outer shipping carton or box** may arrive in less-than-perfect condition. This is not uncommon and does not affect the quality of the product inside.

• **Warranty Exclusion**: The **outer shipping carton or box is not covered under warranty**. It is intended to protect the product during transit and is separate from the product itself.

• **Inner Packaging**: The product is securely packaged using durable materials at the factory to safeguard it from damage during shipping. In almost all cases, the **inner packaging protects the product effectively**, even if the outer carton is damaged.

**Warranty Policy**

We stand behind the quality of our Sleep Natural mattresses and pillows. Each product is covered by a **limited warranty** that protects against defects in materials and workmanship.

**What is Covered:**

• Manufacturing defects in the mattress or pillow materials.

• Issues with craftsmanship that impair the usability of the product.

**What is Not Covered:**

• Normal wear and tear.

• Damage caused by improper use or care.

• Cosmetic damage (e.g., scratches, stains, discoloration) not affecting functionality.

• **Shipping boxes or cartons**—these are excluded from warranty coverage.

**How to File a Return or Warranty Claim**

1. **Contact Us**: Email us at **warranty@marksmattress.com** with your order details.

2. **Provide Documentation**: Include a detailed description of the issue along with photos, if applicable.

3. **Return Authorization**: Our customer service team will provide you with instructions and a return authorization number if your request meets the policy criteria.

4. **Shipping Costs**:

• For defective products covered under warranty, we will cover the return shipping cost.

• For non-defective returns, customers are responsible for the return shipping cost.

**Refund Process**

• Refunds will be issued to the original payment method within **7–10 business days** after the returned product is received and inspected.

• A **restocking fee** may apply for non-defective returns.

If you have any questions about this policy or need assistance, don’t hesitate to reach out to our customer service team.