



The Luff Sleep Warranty

We are confident that our products will make a difference to your life not just today but for many years in the future. This is why we offer an extended manufacturer's quality Warranty for FREE! In the unlikely event that you experience a genuine issue with your LUFF SLEEP purchase, we are here to support you.

Below are the Terms and Exclusions of the LUFF SLEEP Warranty for new LUFF SLEEP products sold to consumers in the UK.

Who offers the LUFF SLEEP Warranty?

The Manufacturer of LUFF SLEEP products is Mello Sleep Ltd, whose trading name is Luff Sleep a company registered in England and Wales under number 11801469 whose registered office is at 4th Floor, 100 Fenchurch Street, EC3M 5JD.

What is covered?

LUFF SLEEP products are individually processed, therefore minor variations can occur.

The Manufacturer warrants that all new and genuine LUFF SLEEP products are free from material defects due to faulty workmanship or materials for the applicable Warranty period (see section - For how long?) unless the product is specifically excluded or an exclusion applies (see section - Exclusions).

The LUFF SLEEP Warranty is valid for products purchased by consumers anywhere in the world from the Manufacturer or an authorised retailer for personal use and not in the course of a business, trade or profession.

For how long?

For The Prestige Pillow and The Mayfair Gel Pillow the warranty is 10 years. For The Luxury Pillow, The Cambridge Pillow, The Royal Bamboo Pillow, The Bamboo Mini Pillow and The Prestige Mattress Topper, the warranty is 3 years. The Bamboo Forest Pillow, Bamboo Hotel Pillow, Emperor's Pillow Pair & Bamboo Silk Bedding are covered by our Limited Manufacturer's Warranty (Detailed below).

(This is for products purchased after 13/6/22. Warranty applications processed before this date are subject to our previous warranty guidelines.)

What will we do?

Where a valid claim is made in accordance with this LUFF SLEEP Warranty, the Manufacturer shall offer, at its choice, either to repair the defective product or provide an equivalent replacement product free of charge.

The Manufacturer will refund the reasonable delivery cost of returning a defective product for repair or replacement so long as the claim is valid under the terms of this LUFF SLEEP Warranty and the product is returned from an address within the same country as the authorised retailer the product was purchased from. The repaired or replacement product will be delivered free of charge to an address within the same country as the authorised

retailer the product was purchased from. In all other circumstances, any delivery costs associated with any repairs or replacements are the purchaser's responsibility.

In the event of replacement, the Manufacturer shall endeavour to provide a replacement product from the same line. However, if the product line has been discontinued or the product is otherwise not available, the Manufacturer reserves the right to provide a replacement product that, in the Manufacturer's sole discretion, is similar to the defective product.

The LUFF SLEEP Warranty provides cover from the date of purchase (or date of manufacture in the case of ex-display/demonstration products) of the original product. It is not renewed on the provision of a repaired or replaced product. In these circumstances, the LUFF SLEEP Warranty will run for the remainder of the period starting from the original purchase or manufacture date, as applicable.

Exclusions

The LUFF SLEEP Warranty does not apply if:

- **the product has been purchased used, second hand or from anyone other than an authorised retailer or directly from the Manufacturer.**
- **the process for making a claim under the LUFF SLEEP Warranty (set out under the heading "How do you claim under the LUFF SLEEP Warranty?" below) has not been correctly followed.**
- **the product has not been used and/or handled with due care and/or in accordance with the instructions of use, cleanliness and maintenance available at luffsleep.com, and/or per the booklet enclosed with your product. Please make sure you retain them.**
- **the product has been deliberately damaged or damaged as a result of neglect, cuts, burns, flooding or any other improper use by you or by any third party.**
- **the defect is caused as a result of the product having been bent, squeezed or exposed to cold temperatures for a period of time causing the material to tear or permanently deform.**

- **the product has been wet or soaked against Manufacturer's recommendations**
- **the product is found to be very stained, soiled and/or otherwise unhygienic.**
- **the product has been altered or repaired without the Manufacturer's prior permission.**
- **the defect is the result of normal wear and tear.**
- **zips on the cover of LUFF SLEEP Products unless faulty upon receipt of product.**

This warranty section covers *The Bamboo Forest Pillow* and *The Bamboo Silk Bedding* only.

This Limited 1 Year Manufacturer Warranty applies to the physical goods, and only for physical goods of *The Bamboo Forest Pillow* and the *Bamboo Silk Bedding* purchased from LUFF SLEEP.

What this limited warranty covers.

This Limited 1 Year Manufacturer Warranty covers any defects in material or workmanship when receiving the product in the warranty period. During the warranty period, LUFF SLEEP will repair or replace, at no charge, products or parts of a product that proves defective because of improper material or workmanship, **before use of the product**. This Limited Warranty does not cover any problem that is caused by: conditions, malfunctions or damages not resulting from defects in material or workmanship from the manufacturer. Any and all defects caused by the customer after use are not covered by this warranty.

What we will do to correct the problems.

LUFF SLEEP will replace the product if it is agreed that the product has manufacturer defects before the product is used. The Warranty Period for *The Bamboo Forest Pillow* and *The Bamboo Silk Bedding* purchased from LUFF SLEEP is 1 year from the date of purchase. A replacement Physical Good or part assumes the remaining warranty of the original physical good or 365 days change this from the date of replacement or repair, whichever is longer.

How do you claim under the LUFF SLEEP Warranty?

To claim under the LUFF SLEEP Warranty you must:

- **contact us (Luff Sleep).**
- **present the original invoice or sales receipt as evidence of the purchase.**

- **have correctly completed the LUFF SLEEP Warranty registration within 3 months of purchase at luffsleep.com/warranty**
- **return the product to the Seller or to the Manufacturer (but only if the Manufacturer has requested the product). If the Manufacturer determines that the claim is valid in accordance with the terms of this LUFF SLEEP Warranty, you will be refunded the reasonable delivery costs for the returning the defective product so long as the product has been returned from an address within the same country as the Seller.**

Our liability to you

The liability of the Manufacturer is limited to the cost of repair and/or replacement of the product under the LUFF SLEEP Warranty. Accordingly, the Manufacturer will not be liable for all other liability for loss or damage however caused arising out of the purchase, possession, sale or use of the products.

The products are only sold for domestic and private use. The Manufacturer has no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

Your legal rights

The LUFF SLEEP Warranty does not affect a consumer's statutory rights under applicable law but aims to enhance the consumer's rights where applicable.

Just click to fill in the form online today. Have your receipt to hand when you do, it makes filling in the details a whole lot easier.