

Thank you for choosing Relex Zone, a trusted name in the mattress industry in India.

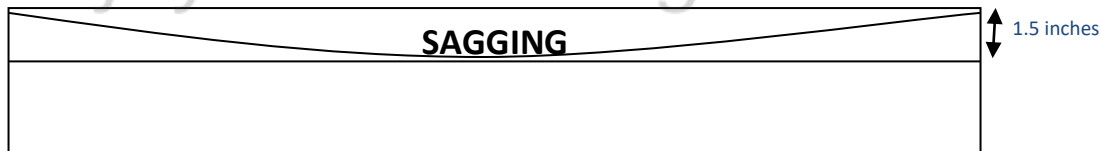
Do's and Don'ts while using Relex Zone Mattress

Please follow the tips given below for maximum durability of your Relex Zone mattress.

1. Do preserve the invoice that is issued to you in order to claim warranty rights. No Separate Warranty Certificate will be issued w.e.f. 01.08.2022.
2. Do not remove the label of your mattress. This serves as a means of identification to establish your warranty rights.
3. Warranty stands null/void if the Label is removed/tampered with/torn from the mattress.
4. Do allow natural air flow by opening windows if you notice any smell during initial use of the mattress.
5. Do turn your mattress head to foot once in a month to ensure even usage and to avoid permanent body impression.
6. Do not fold or roll the mattress as this may weaken the bonding and damage the structure of mattress that may eventually lead to sagging.
7. Do treat your mattress with care. Sitting on the edges or keeping heavy objects on it could ruin its shape
8. Try to avoid getting your mattress wet. In case the mattress gets wet, allow it to dry under a fan thoroughly before using it again.
9. Do not use detergents to clean your mattress. Use a damp cloth if you need to clean it.
10. We recommend using a wet-protective sheet if small children are using the mattress.
11. Do not light a match or smoke near the mattress as the materials used in the mattress can catch fire. Keep the mattress away from flame.
12. Do not lay the mattress on uneven cot surface & Do not keep any items under your mattress.
13. Do ensure that the length & breadth of the cot match with the mattress as improper resting on cot will cause damages to the mattress.

Warranty Terms:

1. The Quality of this product comes with a warranty of 5 years from the date of purchase. Please contact our customer care if you have any complaint.
2. Warranty is applicable only if the mattress is purchased from an authorized Relex Zone dealer
3. Stains occurring on the mattress tapestry after unpacking or removing the packing/poly bag and subsequent use at customer's end will not be covered under the warranty.
4. Cloth damage / tearing of cloth during usage will not be covered under the warranty.
5. 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.
6. The transportation cost and handling charges towards replacement have to be borne by the customer.
7. In case of warranty claim if any, the customer needs to bring the mattress to the point of purchase.
8. Customers can avail 'Service @ Your Doorstep' where the company arranges for inspection of mattress/other products @ your doorstep at an additional cost of Rs. 250/- per visit (within city limits) and Rs. 500 (outside city limits).
9. While the company will do its best to replace the defective mattress at the earliest, the actual time required for replacement will depend on the availability of the product.
10. If the variety of mattress that you had purchased has been discontinued, then you will be provided a new mattress in the same price range as the original mattress.
11. If one of your pair mattresses has been sagged, then only the sagged mattress will be replaced.
12. The decision of the company regarding the nature of defects and applicability of this warranty will be final.
13. Claims, if any, arising from the warranty will be restricted to courts within Jaipur Jurisdiction only.
14. The rebate will be calculated on the MRP as on the date of exchange.
15. Warranty doesn't include damage resulting from improper usage. Please follow tips given under do's and don'ts.
16. Warranty is limited to sagging of the mattress and doesn't cover fabric damages such as tears, stains, color fading, bleeding, soils or burns.
17. Warranty does not cover damages to the mattress due to infestation by insects/rodents/rats and due to any natural calamities.
18. Warranty does not cover any damages or sagging in the mattress due to improper size and condition of the cot, uneven resting surface and improper structural design of cot.
19. Warranty is not applicable for any smell that may occur during usage in a closed environment, moisture in air due to the surrounding environment/ use of air conditioner, excessively wet surface and pouring of liquid on the mattress.
20. Warranty doesn't cover preferences in comfort level.
21. Warranty doesn't cover depression of less than 1" in the 4" thick mattress and a depression of less than 1.5" in the 5" & above thick mattresses.



22. Please note that when you use your mattress 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. The rebate on the MRP at the time of warranty claim is applicable as tabulated below-

5 Years	1 yr Free replacement.
	1-2 yrs 80% rebate on MRP.
	2-3 yrs 60% rebate on MRP.
	3-4 yrs 40% rebate on MRP.
	4-5 yrs 20% rebate on MRP