

WARRANTY INFORMATION

The manufacturer offers a limited one year warranty for their exclusive pillow collections against manufacturing defects. This warranty does not cover any damage due to surging, or to fringe resulting from clips that may be used to suspend pillows on a display rack. If a manufacturing defect has been identified upon receipt of pillow, or develops under normal conditions of use, the manufacturer will repair or replace the damaged pillow, at their option, without charge. To file a warranty claim on one of their pillows, contact an authorized dealer. The original receipt is required for proof of purchase, and is not transferable. There are outside elements that may affect your pillow's appearance over time. Many of these conditions are not covered under this warranty. These conditions are normal and are not considered manufacturing defects. These include, but are not limited to the following: Due to the use of natural fibers and dyes, color and texture may vary slightly from specification samples or from one pillow to another. Exposure to sunlight, humidity, heat, oxides and other atmospheric gases may cause color changes. Improper maintenance can also affect color appearance. Wet areas, like bathrooms, may cause texture and color changes due to humidity and exposure to chemicals such as chlorine. Soil and stain resistance are excellent in all of our hand-knotted pillows, but no pillow is impervious to everything. Routine care and cleaning are vital to maintaining long-term durability and appearance. **WARNING:** Attempting to clean your pillow with a wet process of any kind, including, but not limited to, hot water extraction, shampooing, or commercial aerosol foam products intended for broadloom carpet may permanently damage your pillow and will void your warranty. The manufacturer provides a one-year limited repair or replacement warranty. We warrant to the initial purchaser and original seller that our pillows will be free from manufacturing defects for a period of one year from date of delivery to the original seller. This is a limited warranty and contains specific exclusions and limitations.

A. Exclusions and Limitations Repair or Replacement Warranty does not cover certain inherent characteristics including, but not limited to, those described above, which may affect the product's appearance and/or performance over time. It is only applicable to products placed in use indoors and in environments maintained at normal temperature and humidity. It does not cover tears, burns, cuts, pulls, or other damage, deterioration, stain, loss of color or appearance caused by abuse, or improper or inadequate maintenance.

B. Remedy Exclusions Liability and exclusive remedy of the manufacturer. Under this warranty is limited to actual repair or replacement. The manufacturer is not responsible for bodily injury, property loss or damage, removal or relocation of furnishings, or any incidental or consequential damages or costs associated with repair or replacement.

C. Nontransferable Warranties extended on the manufacturer's products are intended for the protection of the initial purchaser and are not transferable to any other party. Returns: Should it be necessary to return your pillow, you must contact and work through the original seller, who must obtain return authorization from the manufacturer, and comply with specific procedures.