

Effective from (14th April 2025)

This page contains the terms of warranty offered by Wakefit Innovations Private Limited (hereinafter, "Wakefit", "us", "we" or "our") and shall form part of the Terms of Services by reference.

We, at Wakefit, offer comprehensive warranty on products manufactured and sold by us. The coverage, disclaimers of warranty for each of our product categories are mentioned below and the warranty period for the products, if any is provided in the respective product page, except for warranty period of any component which may be mentioned here below. Any products not expressly covered under any Section of this Warranty policy shall be deemed to be offered for sale without any warranty and we shall not be liable for any claim for such products purchased by you except for any replacement or return policy made available on the product page.

Notwithstanding anything to the contrary anywhere on the website or communicated at any platform you may have purchased our products from, the contents of this page shall solely govern the terms of warranty for the products you purchase from us. We reserve the right to amend the terms of warranty at any time without notice to you.

All warranty claims shall be available to the original purchaser of the Wakefit products i.e. the warranty terms are non-transferable or assignable. Warranty shall stand terminated upon you transferring the products to someone else. Similarly, the warranty for Wakefit furniture products shall be available only till the products are retained at the location where the products were delivered originally. Any movement of Wakefit furniture product from the original delivery location will void the warranty. You may be required by our representatives to present the original invoice (including digital copy) to enable us to accept your warranty claim.

All disputes arising out of these warranty terms shall be subject to the jurisdiction of competent courts in Bangalore, Karnataka.

1. Mattresses

This section covers all mattresses sold by Wakefit except Roll up mattresses. Roll up mattresses are not offered with any kind of warranty and only replacement may be permitted if provided on the product page.

Wakefit Mattresses are covered by the following warranty terms:

Only the mattress foam is covered under warranty and outer cover, zipper, runner of a mattress are not covered under the warranty. All roll-packed mattresses may take up to 72 hours to regain their original size with +/- 15mm deviation in length, width & height. Please note that warranty is not available for any shortfall in the measurements up to the tolerance limits mentioned above. For this purpose, measurement must be taken from the centre of the Mattress using carpenter tape as per the method informed by our representatives.

What is covered under Warranty:

- Undulations on the mattress surface
- Splits in foam material (and not between layers)
- Shrinkage, sagging or deformity more than 1 inch
- Fungus developing inside the foam layers without external factors

What is NOT covered under Warranty:

- Softening of mattress over the course of use
- Sagging, shrinkage, deformity less than 1 inch
- Shrinkage of mattress corners
- Deformity of mattress corners due to tight bedsheets
- Outer cover, runner or zipper, if any
- Comfort issues

2. Sleep Accessories

This Section covers all beddings or sleep accessories including pillows, bean bags, all types of pillows, cushions and seat pads sold by us.

Mattress and pillow protectors, textile products including quilts, comforters, bedsheets, dohars, bathrobes, towels, placemats, pillow, cushion & duvet covers, curtains, runners, mats, carpets, rugs and durries are not offered with any kind of warranty. For these uncovered products, only replacement may be permitted if provided on the product page.

What is covered under Warranty:

- In case of foam based accessories, undulations on the mattress surface
- In case of foam based accessories, splits in foam material (and not between layers)
- In case of foam based accessories, shrinkage, sagging or deformity more than 1 inch
- In case of bean bags, uneven stitching, stitching or seam coming undone
- In case of sleeping pillow, excessive clumping of filling (more than 50%), formation of lumps or undue compressions
- Colour bleeding, wherever applicable

What is NOT covered under Warranty:

- In case of foam based accessories, sagging, shrinkage, deformity less than 1 inch or softening over use
- In case of foam based accessories, shrinkage of corners
- In case foam products, deformity of corners due to tight covers
- Fabric and foam staining, soiling, fluid penetration, tears or burns
- Outer cover or zipper, if any
- Comfort issues

In case of bean bags, beans are not covered under warranty

In the case of sleeping pillows, the product is expected to lose 20% of its height over initial 3 months of use and about 30% of its height over 1 year of use. Any claims within these limits shall not be maintainable

3. Decor Articles

This Section covers all clocks, study lamps and ladders sold by us.

Paintings, mirrors, wall arts, hanging pendants, table lamps, planters, water cans and other décor and furnishing articles, are not offered with any kind of warranty. For these

uncovered products, only replacement may be permitted if provided on the product page.

What is covered under Warranty:

- In case of clock, clock mechanism failing to provide accurate time
- In case of study lamps, faulty LED light including flickering, dimming or complete failure
- In case of study lamps defects in power switch, brightness controls or any other switches, buttons or controls
- In case of ladders, failure of folding mechanism, defects in the aluminium or plastic material

What is NOT covered under Warranty:

- In case of clock, normal wear and tear, including fading, scratches, or discoloration of the clock face or housing
- In case of study lamps, scratches, dents, or other cosmetic damage to the lamp body, arm, or base.
- In case of study lamps damage caused by power surges or fluctuations.
- In case of study lamps power adapter or cable, if any
- In case of ladders, normal wear and tear, including scratches, dents, or fading of the ladder surface
- In case of ladders, damage caused by rust or corrosion due to improper storage or use

In case of ladders, damage caused by using the ladder for purposes other than its intended design including usage exceeding weight capacity (90 Kg) of the ladder

4. Kitchenware

Our kitchenware range does not come with any warranty. For these uncovered products, only replacement may be permitted if provided on the product page.

5. Engineered Wood Products

This Section covers all engineered wood products (other than Sofas) sold by us. However, MDF board forming part of any engineered wood product is not covered by warranty.

What is covered under Warranty:

- Termite issues in Particle Board
- Manufacturing defects

Upholstery:

- Foam sagging more than 1 cm
- Undulation on the fabric surface or splits in the foam material

What is NOT covered under Warranty:

Particle Board:

Scratches, cracks and chip offs developed after delivery, except the ones occurring due to hardware failure or improper installation by Wakefit carpenter

- Swelling or damage due to water contact
- Discolouration, colour change or finish change
- Damage due to wrong cleaning chemical, other than what has been mentioned in product care guide

Hardware:

- Damage due to exceeding capacity, outdoor use
- Unauthorized modifications

Upholstery:

- Lightening of the upholstery due to exposure to Sun
- Fabric and foam staining, fungus, soiling, fluid penetration, tears or burns
- Zipper/runner, if any

6. Solid Wood Products

This Section covers all solid wood products (other than Sofas) sold by us. However, MDF board forming part of any solid wood product is not covered by warranty.

What is covered under Warranty:

- Termite issues in Solid Wood and Particle Board
- Manufacturing Defect like cracks/splits developed in solid wood part
- Fitment or alignment issue

Upholstery:

- Foam sagging more than 1 cm
- Undulation on the fabric surface or splits in the foam material

What is NOT covered under Warranty:

Solid Wood and Particle Board:

- Scratches, cracks and chip offs developed after delivery, except the ones occurring due to hardware failure or improper installation by Wakefit carpenter
- Swelling or damage due to water contact
- Discolouration, colour change or finish change
- Damage due to wrong cleaning chemical, other than what has been mentioned in product care guide
- Cracks/marks developed due to the displacement of the product or exposure to high temperatures

Hardware:

- Damage due to exceeding capacity, outdoor use
- Unauthorized modifications

Upholstery:

- Lightening of the upholstery due to exposure to Sun
- Fabric and foam staining, fungus, soiling, fluid penetration, tears or burns
- Zipper/runner, if any

7. Metal Furniture

This Section covers all products (other than Sofas) composed of metal parts (other than hardware) sold by us. However, MDF boards forming part of any metal furniture product are not covered by warranty.

What is covered under Warranty:

Structural Defect in Metal part except arising out of improper use

Termite issue in Particle Board

Upholstery:

- Foam sagging more than 1 cm
- Undulation on the fabric surface or splits in the foam material

What is NOT covered under Warranty:

Metal

- Scratches due to sharp objects or contact with hard surfaces
- Bends in metal parts due to improper use or exceeding product weight bearing capacity
- Discolouration, colour change or finish change
- Damage due to wrong cleaning chemical, other than what has been mentioned in product care guide
- Structural Defect due to improper use of the product

Particle Board:

- Scratches, cracks and chip offs developed after delivery, except the ones occurring due to hardware failure or improper installation by Wakefit carpenter
- Swelling or damage due to water contact
- Discolouration, colour change or finish change
- Damage due to wrong cleaning chemical, other than what has been mentioned in product care guide

Hardware:

- Damage due to exceeding capacity, outdoor use
- Unauthorized modifications

Upholstery:

- Lightening of the upholstery due to exposure to Sun
- Fabric and foam staining, fungus, soiling, fluid penetration, tears or burns
- Zipper/runner, if any

8. Sofas, Recliners and Upholstered Beds

This Section covers all fully upholstered furniture products sold by us, limited to sofas, sofa cum beds, recliners, wingchairs, fully upholstered beds. However, MDF board forming part of any such product is not covered by warranty.

What is covered under Warranty:

- Termite issue in Particle Board and Solid Wood part, only in case of fully upholstered Bed
- Manufacturing defect
- Fitment or alignment issue

Upholstery:

- Foam sagging (permanent deformation) more than 1 inch
- Seam slippage, colour bleeding or stitch opening in fabric
- Splits in foam
- Sagging in cushions of more than 1 inch

Mechanism, in case of rocking or swivel furniture

- Noise in mechanism, if any
- Mechanism, if any, not working

Legs

- Leg bolt detached, if any
- Rusting in metal legs, if any
- What is NOT covered under Warranty:

Particle Board:

- Scratches, cracks and chip offs developed after delivery, except the ones occurring due to hardware failure or improper installation by Wakefit carpenter
- Swelling or damage due to water contact
- Discolouration, colour change or finish change
- Damage due to wrong cleaning chemical, other than what has been mentioned in product care guide

Hardware:

- Damage due to exceeding capacity, outdoor use
- Unauthorized modifications

Upholstery:

- Lightening of the upholstery due to exposure to Sun, or other extreme/UV lighting conditions
- Fabric and foam staining, fungus, soiling, fluid penetration, tears or burns
- Zipper/runner, if any
- Piling formation due to rubbing
- Softening and shrinkage at corners in cushions over the course of use
- Deformation caused due to irregular fluffing of cushions
- Fungus in foam caused due to water or fluid externally

Solid Wood and Particle Board:

- Scratches, cracks and chip offs developed after delivery, except the ones occurring due to hardware failure or improper installation by Wakefit carpenter
- Swelling or damage due to water contact
- Discolouration, colour change or finish change
- Damage due to wrong cleaning chemical, other than what has been mentioned in product care guide
- Cracks/marks developed due to the displacement of the product or exposure to high temperatures

Mechanism, in case of rocking or swivel furniture

- Restriction caused to movement of mechanism for a long duration
- Frame touching the ground during rocking movement
- Tilting armrest restricting the movement of mechanism

Legs

- Cuts, scratches or damages due to wrong cleaning methods or impacts/accidents
- Cracks/Marks developed due to the displacement of the product or exposure to high temperatures
- Discolouration or shade variation
- Decaying/swelling of wood due to consistent exposure to water

9. Office Chairs and Gaming Chairs

This Section covers all office chairs, gaming chairs and chairs with revolving function, as sold by us.

What is covered under Warranty:

Manufacturing defects to any of the following functional parts:

- Mechanism
- Hydraulic Gas lift
- Base Stand and wheels
- Arm rest

Note: Manufacturing defect will be limited to leakages, functioning issues, as the case may be.

What is NOT covered under Warranty:

- Restriction caused to movement of mechanism for a long duration
- Scratches, dents, wrinkles, colour-fading, weaning/beading of fabric/leather, squeaking noise, compression of foam over the course of use
- Gate point marks or other issues related to the natural characteristics of injection moulding
- Damage due to improper maintenance, not following care instructions by Wakefit, unauthorised modifications or repairs

10. Warranty shall be rendered VOID if:

- Fabric and foam staining, soiling, fluid penetration, tears or burns
- Use of Mattress on bed that is not structurally capable of holding the mattress or using a mattress over two separate beds
- Unauthorised service i.e. service, cleaning, repairing by any person other than Wakefit
- Mattress kept in unhygienic or unsanitary conditions
- If installation of product has not been done by Wakefit carpenter but by yourself or some third party

In case of products comprising of foam components, fungus developing inside the foam layers due to product coming in contact with external fluids,

- Damage of product due to misuse and abuse
- Damage caused by misuse, abuse, neglect, or improper operation
- Damage caused by accidents, falls, or impacts
- Damage caused by unauthorized repairs or modifications
- Reporting of claim after 7 days from the date of damage/claim arising
- Product kept in unhygienic or unsanitary conditions

11. Mode and Manner of Warranty Claims

This Section covers the manner in which you may make your warranty claims for each of the product categories.

- Please reach out to us on the contact details provided on our website within 7 days of covered issue arising

- We shall require photos and/or videos of the product in the manner that shall be explained to you by our representative
- We will also require invoice copy and warranty card (if issued) to validate the veracity of the claim
- We may require our representative to visit your address to verify the claim
- Upon verification of claim through photos/videos or visit as the case may be, we may at our sole discretion, repair, partly replace or fully replace the product subject to availability of stock
- If repair or replacement is not possible, we may partially refund the purchase price proportionate to the time remaining of warranty term
- In case of the product having been discontinued, we may at our discretion, offer pro-rata refund or replacement with an equivalent new model of the product.
- In case of mattresses, replacement of the product shall only be provided if warranty claim is raised within 1 year from the date of purchase, and all valid warranty claims after such period shall be disposed with pro rata refund of the purchase price
- All resolutions to be provided against a warranty claim are at our discretion based on the availability of resources, material and products
- Wherever offered, refund can be provided to your bank account or to the Wakefit Cash wallet, based on your choice.
- Rejection of any of the offered solution to the warranty claim shall disentitle you from making any further warranty claims