

Please contact Cloudbtail customer care to process warranty claim on your Solimo Mattress. Product purchase invoice will be sufficient to initiate your warranty claim process. Registration of product, dealer signature and stamp are not required for claiming warranty.

Cloudbtail customer service  
1800-419-0416 | [cloudbtail@blubirch.com](mailto:cloudbtail@blubirch.com)

#### Care and Usage Instructions for using your Solimo Mattress:

##### Do's:

1. Rotate your mattress every three month from head to foot position. This will increase comfort and improve life of your mattress.
2. For longer lasting , please keep your mattress clean and covered.
3. Please use mattress protector if the mattress is used by infants/small children.
4. Use a bed with even surface for best comfort. Using mattress on a bed with uneven surface may damage the mattress.
5. While transporting, keep the mattress on its side to avoid damages.
6. After removing the initial packaging, let your mattress breathe for an hour before use.

##### Dont's

1. Do not fold or roll your mattress. This may damage your mattress.
2. Do not use the mattress on a bed size different than that of mattress. Difference in sizes between bed and mattress may cause a damage to the mattress.
3. Do not sit or place heavy objects on the edges as this may deform your mattress.
4. Do not stand or jump on the mattress as it may damage the mattress.
5. Don't use detergent or any cleaning liquid to clean your mattress. Use a damp cloth to remove any stains.
6. Avoid your mattress from getting wet. If a mattress gets wet, use a dry cloth to soak the extra moisture and let the mattress dry completely before using it again.
7. Mattress is prone to catch fire, avoid any contact with flame to prevent any damage to the mattress.

#### Warranty Terms and Conditions:

Solimo Bliss Mattresses are high-quality products which have gone through detailed quality testing protocols. In the improbable event of sagging in your Solimo Bliss mattress:

10-year limited warranty against manufacturing defects from the date of invoice will be applicable.

- Please contact our customer care with the invoice and product details, our customer care team will assist you with the warranty claim process.
- Warranty is limited to sagging of the mattress and doesn't cover damages such as tears, stains, soils and burns on the mattress.
- Any damages occurring due to natural wear and tear, improper maintenance, wrong handling, excessive loading, negligence in use, inadequate adherence of Usage and Care Instructions (as listed above) will not be covered under warranty.
- Warranty does not cover preference in comfort level.
- If the Product is proved to be defective in material and workmanship during the Warranty Period, then subject to the other requirements of this warranty being met, we will, at our option, take one of the following actions without any extra charge to you; (i) replace the

defective Product with a new packed product of any shade available in stock if the product is under free replacement period of 1 Year ; or (ii) refund to you the applicable rebate warranty amount without any interest charges.

- The mattress comes with a one-year free replacement warranty and rebate warranty for the following years. Rebate warranty will be calculated based on number of years left in warranty. Rebate warranty amount will be deducted from the selling price of the mattress on warranty claim date.

**Rebate Warranty Amount -**

Number of years left in warranty X Selling Price on Warranty Claim date

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Total number of years as per warranty

- Cloudtail's decision will be final with respect to nature of defect and applicability of warranty.
- Legal claims arising from warranty will be restricted to exclusive jurisdiction of courts in Bangalore.

Note: Please check the product detail page on Amazon.in for the most updated warranty related information including warranty period and eligibility.