



Please register Warranty for The  
White Willow Luxury Memory foam  
Home Pillows by clicking on the link below-  
<https://thewhitewillow.in/pages/warranty-returns>

The White Willow Customer Care Information

8806612211 | [sales@thewhitewillow.in](mailto:sales@thewhitewillow.in)

## Warranty Terms & Conditions:

The White Willow takes great pride in ensuring every customer's health, safety and satisfaction.

We offer a 1 Year Limited Warranty for all The White Willow Luxury Memory foam Pillows, Cushion and Accessories which does not cover:

- Normal increases in softening and settling of materials, or any other normal wear and tear.
- Comfort preference.
- Physical abuse or damage to the structure and/or cover material, including but not limited to, burns, cuts, tears, liquid damage, or stains; provided, that the defect is caused by such abuse or damage.
- Any Pillow (whether manufactured by The White Willow or not) sold by resellers who are not authorized retailers,
- Wear & Tear of Outer Cover Which Includes the Zip, Staining, Shrinkage or Any Other Fabric Issues.
- Warranty does not cover preference in comfort level
- Please contact our customer care with the invoice and product details and our team will assist you with the warranty process.

Product Name	Sizes	Period of Warranty
The White Willow Luxury Memory foam Pillows	All sizes	1 year Limited Warranty
The White Willow Decorative Memory foam Cushions	All sizes	1 year Limited Warranty
The White Willow Travel and Car Memory foam Accessories	All sizes	1 year Limited Warranty

### Key points to remember:

- All the products are rolled, packed and tightly sealed. Unroll the pillow and it will expand to its original size.
- Air out pillows when received incase you notice any odour or smell.
- All our products are made with 100 % filler free foam with imported materials from BASF, DOW.
- There may be a possibility of air pockets or hole like bubbles, which may appear as foam marks, which do not affect the quality.
- You may roll, twist the product, it never sags or clumps.

- Hypoallergenic, free from dust mites and any other allergens or irritants.
- Do check for the original label of all The White Willow Products to steer clear from fakes or products that claim to be of White Willow's.

### Wash Care Instructions:

#### Do's

- Only spot clean by hand with warm water and mild detergent, for removing stains or odor in the foam pad.
- Sprinkle baking powder on the pillows and dust them off with a clean dry cloth.
- Only clean Removable outer covers with soap and water

#### Don'ts

- Do not hand wash or use machine for inner covers or foam pads.

**Please contact us on [support@thewhitewillow.in](mailto:support@thewhitewillow.in) or 8806612211 for any queries or issues before or after the purchase of any orders.**