

Sonno Warranty

Sonno is committed to providing high-quality sleep products. Our mattresses are designed for durability and comfort, ensuring you experience the best sleep night after night. To support this commitment, we offer a comprehensive warranty for our **Sonno Lite Mattress for a period of 10 years**, for our **Sonno Original Mattress and Sonno Luxe Hybrid Mattress for a period of 15 years**, commencing from the date of delivery and collection.

**only applies for purchases made on 1st January 2026 onwards.*

This warranty specifically covers the following conditions:

Structural or Manufacturing Defects: Includes any defects in materials or workmanship, with particular regard to the durability of the mattress. This encompasses physical flaws that cause the foam materials within the mattress to split or crack under conditions of normal use and proper handling.

Deterioration Leading to Visible Indentation: If a visible indentation or sag of 50mm(or more) occurs on the mattress surface when no weight is applied, it indicates a loss of structural integrity or compression of materials. This is covered by our warranty, provided the mattress has been continuously supported by a suitable base and used normally.

This Warranty does not cover:

- Individual comfort preferences such a firmness, texture and feel.
- Physical abuse and improper use such as a prolonged sitting on the mattress' s edges, bending, folding, standing or jumping on the mattress resulting in damage to its structure and / or cover material, including but not limited to cuts, tears, stains, soiling.
- Deformity or damage to the mattress caused by improper washing, drying or high temperature treatment
- Abnormal or non domestic use of the mattress
- Odour (some of the mattress can have a natural odour)
- Minor manufacturing discrepancies or cosmetic flaws
- Mattress dimensions within the accepted tolerance of +/- 3 cm on the quoted size

- Usage outside Malaysia
 - The mattress zip and cover
 - Mattresses unboxed or unwrapped after 1 month from the delivery date
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Sonno **Pillow** is covered by a **2-year warranty** from the date of delivery or collection.

This warranty covers:

- Defects of a structural or manufacturing nature, including structural flaws in the pillow causing the foam materials to split or crack, despite normal usage and proper handling.
- Deterioration resulting in a visible indentation or sag of 50 mm or larger when no weight is applied onto the pillow.

This Warranty does not cover:

- Individual comfort preferences such a firmness, texture and feel.
- Physical abuse and improper use such as a prolonged sitting on the pillow, bending, folding, standing or jumping on the pillow resulting in damage to its structure and / or cover material, including but not limited to cuts, tears, stains, soiling.
- Deformity or damage to the pillow caused by improper washing, drying or high temperature treatment
- Abnormal or non domestic use of the pillow
- Odour
- Minor manufacturing discrepancies or cosmetic flaws
- Pillow dimensions within the accepted tolerance of +/- 3 cm on the quoted size
- Usage outside Malaysia
- The pillow zip and cover
- Pillows unboxed or unwrapped after 1 month from the delivery date

All our memory foam pillows are new and have been verified with our strict guidelines, to assure they are certified for use. They may be small holes or have small imperfections, due to the nature of the foam and the manufacturing process.

These imperfections in the memory foam pillows are normal, just like a knot on a piece of wood, or a scar on a piece of fine leather. Most importantly, they do not interfere with the comfort of the pillow.

Sonno **Duvet** is covered by a **1-year warranty**.

This Warranty extends to the original purchaser of a Duvet insert who is located in Malaysia, the Warranty does not extend to customers who purchased their Duvets for commercial purposes.

This Warranty is valid only for the period of time the Duvet is owned by the original purchaser. The “original purchaser” is the first purchaser of the Duvet from Sonno: please retain a copy of your receipt (confirmation email and order number) as proof of purchase. All Sonno warranties are not transferable.

Sonno warrants the Duvet in its original packaging sold to you against the defects in material and workmanship for a period of 1 years from the time you purchased your Duvet, provided that during that time the Duvet is used normally for its intended purposes in the home.

What this limited Duvet Warranty covers:

This limited Duvet Warranty applies to Defects due to faulty workmanship or materials, subject to the limitations described in this warranty.

This Warranty excludes:

- minor imperfections and slight cosmetic flaws;
- normal wear and tear associated with intended use and washing;
- stains, soiling, burns, dampness, wetness, mold or discoloration that occur over time;
- individual or personalised allergies and sensitivities;
- color variations;
- changes in personal comfort preferences;
- damage or abuse caused by failure reasonably to use and care for the product;

- reduction in loft of filling material over time;
- any combination of defects resulting from the aforementioned;
- replacement of any non-defective pieces of the Duvet;

In addition, this Warranty does not cover commercial use or conditions resulting from abusive handling, misuse, or neglect.

Accordingly, the following circumstances, if discovered upon inspection, will void your Warranty:

- any unsanitary condition;
- burns;
- physical abuse or damage to the Product;
- attempting to clean/cleaning the Product in an inappropriate manner; and
- improper location of use or storage of the Product;
- removal of the attached Product labels.

In the event of a Defect and in order to get the benefit of this limited Duvet Warranty, you must return your Duvet to Sonno with original packaging and provide Sonno with proof of the date of purchase.

A replaced Duvet is subject to the same limited Duvet Warranty as the original Duvet. If you obtain a replacement Duvet, the warranty term of the replaced Duvet begins from the date of purchase of the original Duvet.

Sonno **Bed Sheets** are covered by a **1-year warranty**.

This Warranty extends to the original purchaser who is located in Malaysia, the Warranty does not extend to customers who purchased their bed sheets for commercial purposes.

This Warranty is valid only for the period of time the bed sheets are owned by the original purchaser. The “original purchaser” is the first purchaser from Sonno: please retain a copy of your receipt (confirmation email and order number) as proof of purchase. All Sonno warranties are not transferable.

Sonno warrants the bed sheets in its original packaging sold to you against the defects in material and workmanship for a period of 1 year from the time you purchased your bed sheets, provided that during that time the bed sheets are used normally for its intended purposes in the home.

What this limited Warranty covers:

This limited bed sheets warranty applies to defects due to faulty workmanship or materials, subject to the limitations described in this warranty.

This Warranty excludes:

- minor imperfections and slight cosmetic flaws;
- normal wear and tear associated with intended use and washing;
- stains, soiling, burns, dampness, wetness, mold or discoloration that occur over time;
- individual or personalised allergies and sensitivities;
- color variations;
- changes in personal comfort preferences;
- damage or abuse caused by failure reasonably to use and care for the product;
- any combination of defects resulting from the aforementioned;
- replacement of any non-defective pieces of the bed sheets;

In addition, this Warranty does not cover commercial use or conditions resulting from abusive handling, misuse, or neglect.

Accordingly, the following circumstances, if discovered upon inspection, will void your warranty:

- any unsanitary condition;
- burns;
- physical abuse or damage to the Sonno bed sheets;
- attempting to clean/cleaning the Sonno bed sheets in an inappropriate manner; and
- improper location of use or storage of the Sonno bed sheets;
- removal of the attached Sonno bed sheets labels (if any).

In the event of a defect and in order to get the benefit of this limited Sonno bed sheets warranty, you must return your bed sheets to Sonno with original packaging and provide Sonno with proof of the date of purchase.

The replaced bed sheets are subject to the same limited bed sheets warranty as the original bed sheets. If you obtain a replacement for the bed sheets, the warranty term of the replaced item begins from the date of purchase of the original bed sheets.

Sonno **Bolster** is covered by a **1-year warranty**.

Sonno Bolsters are covered by a 1-year warranty from the date of delivery or collection.

This warranty covers:

- Defects of a structural or manufacturing nature.

This Warranty does not cover:

- Individual comfort preferences such a firmness, texture and feel.
- Physical abuse and improper use such as bending, folding, jumping on the bolster resulting in damage to its structure and / or cover material, including but not limited to cuts, tears, stains, soiling.
- Deformity or damage to the bolster caused by improper washing, drying or high temperature treatment
- Abnormal or non domestic use of the bolster
- Odour (some of the bolsters can have a natural odour)
- Minor manufacturing discrepancies or cosmetic flaws
- Bolster dimensions within the accepted tolerance of +/- 3 cm on the quoted size
- Usage outside Malaysia
- The bolster cover
- Bolster unboxed or unwrapped after 1 months from the delivery date

In the event of a defect and in order to get the benefit of this limited Sonno Bolster warranty, you must return your bolster to Sonno with original packaging and provide Sonno with proof

of the date of purchase.

The replaced Bolster is subject to the same limited warranty as the original Bolster. If you obtain a replacement, the warranty term of the replaced item begins from the date of purchase of the original Bolster.

Sonno **Topper** is covered by a **2-year warranty**.

Sonno Mattress Toppers are covered by a 2-year warranty from the date of delivery or collection.

This warranty covers:

- Defects of a structural or manufacturing nature, including structural flaws in the topper causing the foam materials to split or crack, despite normal usage and proper handling.

This Warranty does not cover:

- Individual comfort preferences such as firmness, texture and feel.
- Physical abuse and improper use such as a prolonged sitting on the mattress' s edges, bending, folding, standing or jumping on the Sonno Mattress Topper resulting in damage to its structure and / or cover material, including but not limited to cuts, tears, stains, soiling.
- Deformity or damage to the Sonno Mattress Topper caused by improper washing, drying or high temperature treatment.
- Abnormal or non domestic use of the topper.
- Odour (some of the Sonno Mattress Toppers can have a natural odour)
- Minor manufacturing discrepancies or cosmetic flaws
- Sonno Mattress Topper dimensions within the accepted tolerance of +/- 3 cm on the quoted size
- Usage outside Malaysia
- The Sonno Mattress Topper's blue piping, label, packaging.
- If the Sonno Mattress Topper is unboxed or unwrapped after 1 month from the delivery date

In the event of a defect and in order to get the benefit of this limited Sonno Mattress Topper warranty, you must return your mattress topper to Sonno with original packaging and provide Sonno with proof of the date of purchase.

The replaced topper is subject to the same limited warranty as the original mattress topper. If you obtain a replacement, the warranty term of the replaced item begins from the date of purchase of the original mattress topper.

Sonno **Huggy Blanket** is covered by a **90-day warranty**.

The Sonno Huggy Blanket is covered by a 90 days warranty from the date of delivery or collection.

This warranty covers:

- Defects of a structural or manufacturing nature, including any physical flaw in the weighted insert or cover despite normal usage, and proper handling.

This Warranty does not cover:

- Individual comfort preferences such a firmness, texture and feel.
- A normal decrease in the loftiness of the filling after long-term use.
- A normal wear and tear as a result of laundering and normal usage.
- Deformity or damage to the blanket caused by improper washing, drying or high temperature treatment.
- Any stains, burns, tears, cuts, or liquid damage resulting from use by customers.
- Abnormal or non domestic use of the blanket.
- Damage incurred by transportation after initial delivery.
- Usage outside Malaysia
- Minor manufacturing discrepancies or cosmetic flaws.
- Product that is sold by an unauthorised retailer or product that is in any way sold as "used.
- The blanket cover and packaging.

In the event of a defect and in order to get the benefit of this limited Sonno huggy blanket warranty, you must return your blanket to Sonno with original packaging and provide Sonno with proof of the date of purchase.

The replaced blanket is subject to the same limited warranty as the blanket.

Sonno **Mattress Protector** is covered by a **1-year warranty**.

This Warranty extends to the original purchaser of a Sonno Mattress Protector who is located in Malaysia, the Warranty does not extend to customers who purchased their mattress protector for commercial purposes.

This Warranty is valid only for the period of time the Sonno Mattress Protector is owned by the original purchaser. The “original purchaser” is the first purchaser of the mattress protector from Sonno: please retain a copy of your receipt (confirmation email and order number) as proof of purchase. All Sonno warranties are not transferable.

Sonno warrants the Sonno Mattress Protector in its original packaging sold to you against the defects in material and workmanship for a period of 1 year from the time you purchased your mattress protector, provided that during that time the mattress protector is used normally for its intended purposes in the home.

This warranty covers:

- This limited Sonno Mattress Protector Warranty applies to defects due to faulty workmanship or materials, subject to the limitations described in this warranty.

This Warranty does not cover:

- minor imperfections and slight cosmetic flaws;
- normal wear and tear associated with intended use and washing;
- stains, soiling, burns, dampness, wetness, mold or discolouration that occur over time;

- individual or personalised allergies and sensitivities;
- color variations;
- changes in personal comfort preferences;
- damage or abuse caused by failure reasonably to use and care for the product;
- reduction in loft of filling material over time;
- any combination of defects resulting from the aforementioned;
- replacement of any non-defective pieces of the Protector;

In addition, this Warranty does not cover commercial use or conditions resulting from abusive handling, misuse, or neglect.

Accordingly, the following circumstances, if discovered upon inspection, will void your Warranty:

- any unsanitary condition;
- burns;
- physical abuse or damage to the Product;
- attempting to clean/cleaning the Product in an inappropriate manner;
- improper location of use or storage of the Product;
- removal of the attached Product labels.

In the event of a defect and in order to get the benefit of this limited Sonno Mattress Protector Warranty, you must return your mattress protector to Sonno with original packaging and provide Sonno with proof of the date of purchase.

A replaced mattress protector is subject to the same limited mattress protector Warranty as the original mattress protector. If you obtain a replacement mattress protector, the warranty term of the replaced mattress protector begins from the date of purchase of the original mattress protector.

Sonno **Signature Bed Frame** is covered by a **6-month warranty**.

This Warranty extends to the original purchaser of a Sonno Signature Bed Frame who is

located in Malaysia, the Warranty does not extend to customers who purchased their bed frame for commercial purposes.

This Warranty is valid only for the period of time the Sonno Signature Bed Frame is owned by the original purchaser. The “original purchaser” is the first purchaser of the Sonno Signature Bed Frame from Sonno: please retain a copy of your receipt (confirmation email and order number) as proof of purchase. All Sonno warranties are not transferable.

Sonno warrants the Sonno Signature Bed Frame in its original packaging sold to you against the defects in material and workmanship for a period of 6 months from the time you purchased your bed frame, provided that during that time the Sonno Signature Bed Frame is used normally for its intended purposes in the home.

This warranty covers:

- Defects from structural failure or manufacturing faults in Nature and resulting the bed frame to split or cracks or deform
- Free from sharp edges or splinter that may cause injury

This Warranty does not cover:

- Individual preferences of texture or the initial odour of the paint which will dissipated overtime after used;
- Physical abuse and improper use such as jumping on top of the bed or more than the intended number of persons used or standing on the edges that lead to structural failure;
- Misuse, negligence or abuse of the product;
- Modification of product or unauthorised repair;
- Exposure to extreme temperature (under sunlight) or humidity, improper location or storage;
- Deform causing from heat or decaying from prolonged wetness;
- Staining from improper use of cleaning materials, attempting to clean/cleaning the
- Product in an inappropriate manner;
- Dented or broken resulting from mishandling during unloading , delivery (warehouse to customer) or while assembling on site;
- Minor manufacturing discrepancies which are non-hazard or non-structural deform;

- Color variation (from digital photos);
 - Worn or torn from overtime used such as scratches or dented;
 - Burns and daily or accidental wear and tear.
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Sonno **Baby Mattress** is covered by a **1-year warranty**.

This Warranty extends to the original purchaser of a Sonno Baby Mattress who is located in Malaysia, the Warranty does not extend to customers who purchased their mattress protector for commercial purposes.

This Warranty is valid only for the period of time the Sonno Baby Mattress is owned by the original purchaser. The “original purchaser” is the first purchaser of the mattress protector from Sonno: please retain a copy of your receipt (confirmation email and order number) as proof of purchase. All Sonno warranties are not transferable.

Sonno warrants the Sonno Baby Mattress in its original packaging sold to you against the defects in material and workmanship for a period of 1 year from the time you purchased your baby mattress, provided that during that time the mattress is used normally for its intended purposes in the home.

This warranty covers:

- Defects of a structural or manufacturing nature, including structural flaws in the baby mattress causing the foam materials to split or crack, despite normal usage and proper handling
- Deterioration resulting in a visible indentation or sag of 20 mm or larger when no weight is applied onto the baby mattress

This Warranty does not cover:

- Individual comfort preferences such a firmness, texture and feel;
- Minor imperfections and slight cosmetic flaws;
- Odour;
- Baby mattress dimensions within the accepted tolerance of +/- 1.5 cm on the quoted size;
- Exposure to extreme temperature (under sunlight) or humidity, improper location or

storage;

- Normal wear and tear associated with intended use;
- Stains, soiling, burns, dampness, wetness, mold or discoloration that occur over time;
- Individual or personalised allergies and sensitivities;
- Color variations;
- The Sonno Baby Mattress cover;
- Changes in personal comfort preferences;
- Damage or abuse caused by failure reasonably to use and care for the product;
- Any combination of defects resulting from the aforementioned;
- Replacement of any non-defective pieces of the baby mattress;
- Products unboxed or unwrapped after 1 months from the delivery date

In addition, this Warranty does not cover commercial use or conditions resulting from abusive handling, misuse, or neglect.

Accordingly, the following circumstances, if discovered upon inspection, will void your Warranty:

- any unsanitary condition;
- burns;
- physical abuse or damage to the Product;
- attempting to clean/cleaning the Product in an inappropriate manner; and
- improper location of use or storage of the Product;
- removal of the attached Product labels.

In the event of a defect and in order to get the benefit of this limited Sonno Baby Mattress Warranty, you must return your mattress to Sonno with original packaging and provide Sonno with proof of the date of purchase.

A replaced baby mattress is subject to the same limited Warranty as the original baby mattress. If you obtain a replacement mattress, the warranty term of the replaced baby mattress begins from the date of purchase of the original baby mattress.

How to claim the Warranty:

- Drop us an email to support@mumuliving.com with your Order Number, Images of defects, Reason for the warranty claim.
- We will review your Warranty claim request with the Production Team for approval or rejection of the claim request (case by case basis)
- Upon the warranty approval, and during the warranty period, transportation costs for collection and delivering the replacement product will be borne by the customer according to our delivery rate (to different zones), refer to [Delivery of Order](#).

For Example: Zone A customer

RM80 (Collection fees) + RM80 (Delivery of replacement product) = RM160 will be charged to customers

- Transportation payment must be completed at least 3 days before the scheduled collection and delivery date. Failing to complete the payment within the given timeframe may result in the closing of your warranty case automatically.

We will arrange the transportation team to collect the defective mattress and arrange a redelivery of the repaired or replaced mattress within a timely manner subject to the delivery location.

In case an identical model or material is not available for a replacement, Sonno reserves the right to substitute a comparable model or material, and any price difference shall be borne by the customer. Repaired or replaced mattresses or mattress covers are subject to the same Warranty as the original mattress, such that its warranty term begins on the delivery / collection date of the original mattress that was purchased.