

Gaias Bedsheet Policy

How the return policy ?

We make exceptional products and fully stand behind their quality. You can return your bedsheet and duvet within 100 days of delivery and receive a full refund in the original payment form. We only ask that you sleep on it for at least 30 days before deciding if it's right for you. Return cost will be borne by customers.

Once your return is delivered to our warehouse, please allow 5-10 business days for it to be processed and refunded. Mumu Living does not accept returns on international purchases. We apologize for any inconvenience this may cause.

Under what conditions is/are the product non-returnable?

1. Customised /made-to-order goods, special order items, cannot be refunded or exchanged. If delivery has taken place, the refund will exclude delivery charges paid.
2. Curtain item are strictly non-refundable. You are required to make a complete inspection to assess the item before purchasing. These items are sold on "as is, where is" basis.
3. Items that have been purchased for more than 100 days.
4. If purchase our Memory Foam Pillow and Fiber Pillow during Sales "Buy 1 Free 1" may not be returned or exchanged, except in the event of a Defect, as defined in the applicable Product.
5. If any sheet /duvet or item in condition of broken, stain & sweat pot or vandalism issue all not eligible for return.

How long will it take to receive my refund/new item(s)?

Please allow a minimum of 14 working days from the date we receive your return package.

Refund will be based on customer actual paid - Final payment to refund, voucher cannot change into cash term.

Gaias Care Guide

Read First,Before Wash

CARE INSTRUCTIONS

Product: Signature Soft Cotton, HyperSoft™ Tencel, PureBamboo™

Showing your sheet some TLC is the best way to ensure you'll reap its full benefits over the long haul. But accidents happen and when it does we recommend following these instructions:

- First wash in cold plain water
- Machine wash gentle / Hand wash
- Max 30° C (86° F)
- Line dry in shade
- Do not soak over 15 minutes

Iron (or not!)

You can iron or steam to remove wrinkles, or just let your bedding be.

If you would prefer to be sleeping than ironing, line drying / drying flat will minimise wrinkles. If tumbling, just remove your bedding from the dryer whilst the slightest bit damp, and put directly onto your bed to finish drying flat, smoothing out wrinkles with your hands. Our Signature Soft Cotton, HyperSoft™ Tencel, PureBamboo™ are at their best un-ironed.

If you want to experience our Bedding at it's very best, give it a quick iron. To make this as easy as possible, we recommend removing from the dryer whilst slightly damp, and ironing straight away. For added ease and speed, fold your bedding and iron over several layers at a time. It's always best to iron your sheets inside out to avoid any potential heat damage.

Store

Keep your bedding essentials away from direct sunlight, in a cool, dry place. Avoid storing in plastic - we recommend using breathable natural storage bags

TLC

Love your bedding and it'll love you back. As with all products, when you are using your bedding or quilt, avoid products containing benzoyl peroxide, chlorine bleach and alpha hydroxy acids because these may cause discolouration. Because that's a bit jargon-y, let's break down where these are typically found:

Benzoyl peroxide = typically found in acne medications / antiseptic gels.

Chlorine bleach = found in typical household bleaches, it strips colour from fabrics.

Alpha hydroxy acid (AHA's) = typically found in exfoliating skincare products, most commonly glycolic acid and lactic acid.

Sleep well.