

Sonno 100 Nights Trial

Within 100 days of purchase, if you are not completely satisfied with your Sonno Original or Sonno Lite, let us know and we'll arrange for your mattress to be picked up. Return is only eligible for purchases after *25 days*. This is because your body need to adjust to a new mattress and we recommend for you to try at least *25 days* before initiating the return. Transportation cost for collection will be borne by the customers, kindly refer to our [Delivery of Order](#) for the rate.

100 Nights Trial Terms & Conditions

100 nights trial period: Within 100 days of purchase, if you are not completely satisfied with your Sonno mattress, let us know by sending an email to support@mumuliving.com or WhatsApp our customer service and we'll arrange for your mattress to be picked up from your residence. Once we have collected it and assessed the mattress to our satisfaction, your ***payment after deducting the transportation cost will be refunded***. Please note that by making a purchase you are also bound to the following conditions:

- To be eligible for a return, you must be a Sonno customer and have been sleeping on your mattress for at least ***25 days***. It takes 3-4 weeks for your body to adjust to a new mattress, as such, we require you to try the mattress for at least ***25 days*** before making a return request.
- To make a return request, send an email with your ***order number*** and ***reason for returning*** to support@mumuliving.com or WhatsApp our customer service.
- To complete your return request, we require a receipt or proof of purchase and for you to be available for the scheduled pickup time.
- If you are not reachable or do not respond to our attempts to contact you with regards to your return request after the 100 nights trial period, you are no longer eligible for a return.
- The 100-night trial is limited to one mattress per household and cannot be used to exchange a mattress for another size. ***You are not eligible for a return if you have ordered the wrong size, type, want to change the size, upgrade or downgrade your mattress.***
- This is applicable to your first mattress purchase only.
- Any subsequent mattress you buy from Sonno will not be eligible for 100 nights trial period (e.g. if you buy a Sonno Original, you will not be eligible for the applicable trial period on

future Sonno Original or Sonno Lite orders). This applies to all new orders from the same customer. Customers may be identified by customer name, delivery address, phone number, email address, or by any other means.

- If we have grounds to believe that you are returning the mattress for reasons other than because you're genuinely dissatisfied with the product ***we reserve the right to refuse to accept the return***, not give you a refund and reserve the right to refuse to sell our products to you in the future.
- If the mattress has been damaged or stained, ***you will not be granted a return or refund***. The returned mattress **must** be in good condition, even though it will not be resold.
- The mattress **must be wrapped up securely** using its original plastic (or any other plastic that can serve the same purpose) in order to avoid the product from getting dirty or damaged during transportation. Failing this, Sonno will charge RM300 as a compensation fee (for cleaning and repairs purposes) which will be deducted promptly from the refund amount.
- Pick up address must be the same as delivery address and return is only valid in territories where MUMU Living sells and ships.
- If you are not at home at the moment that the pick-up is scheduled and our third party courier has to reschedule another visit, we will charge RM150 as a compensation fee which will be deducted promptly from the refund amount.
- If you pre-order a product due to an out-of-stock at the moment of the purchase, the 100 days count will start from shipping date.

Return policy for Sonno the Pillow: We offer a 30-night trial for all of our pillows. This means you can try the pillow for a full 30 nights in your own home before deciding if you're happy with your purchase. The trial period starts on purchase date.

- If you are not fully satisfied with your pillow within the 30-night trial period, you may contact us to arrange the return. Kindly send an email at support@mumuliving.com or WhatsApp our customer service to start the return process.
- To be eligible for a return we only request that you first try your new pillow for at least 7 days before submitting a return request, as it can take some time for you to adjust to a new pillow.
- Pillows ***must be returned wrapped*** in the original plastic or any suitable plastic that can protect it from dirt and damages.

- Return shipping costs must be borne by the customer. Parcels are to be shipped to the warehouse address provided by our team.
- A refund will be issued once the returned pillow has been received.
- Returned pillows should be in a reasonably good condition, without any damages or stains, otherwise, ***refunds or exchanges may not be granted***. Although returned or used pillows are never resold or re-sent to customers, we donate our returned pillows to local charities, therefore, they must be in good condition.
- A valid proof of purchase (such as your order confirmation email) is required for all return or exchange requests.
- Any products delivered outside Malaysia are not eligible for returns.
- You will not be eligible for a return if you ***ordered the wrong size or you want to change the size***.
- Our 30-night trial is limited to a one-time return or exchange of up to one pillow per customer / household. If you order a new pillow, the 30-night trial will not apply on your next pillow order / exchanged pillow. This applies to all new orders from the same customer or delivery address. Customers may be identified by customer name, delivery address, phone number, email address, or other means.

Return policy for Sonno Duvet: We offer a 30-night trial for all of our Sonno Duvet. This means you can try the Sonno duvet insert for a full 30 nights in your own home before deciding if you're happy with your purchase. The trial period starts on purchase date.

- If you are not fully satisfied with your duvet within the 30-night trial period, you may contact us to arrange the return. Kindly send an email at support@mumuliving.com or WhatsApp our customer service to start the return process.
- To be eligible for a return we only request that you first try your new duvet for at least 7 days before submitting a return request.
- Duvet ***must be returned wrapped*** in the original PVC carry bag to protect it from dirt and damages.
- Return shipping costs must be borne by the customer. Parcels are to be shipped to the warehouse address provided by our team.
- A refund will be issued once the returned duvet has been received.
- Returned duvets should be in a reasonably good condition, without any damages or stains, otherwise, ***refunds or exchanges may not be granted***. Although returned or used duvets are

never resold or re-sent to customers, we donate our returned duvets to local charities, therefore, they must be in good condition.

- A valid proof of purchase (such as your order confirmation email) is required for all return or exchange requests.
- Any products delivered outside Malaysia are not eligible for returns.
- ***You will not be eligible for a return if you ordered the wrong size or you want to change the size.***
- Our 30-night trial is limited to a one-time return or exchange of up to one (1) duvet per customer / household. If you order a new duvet, the 30-night trial will not apply on your next duvet order / exchanged duvet. This applies to all new orders from the same customer or delivery address. Customers may be identified by customer name, delivery address, phone number, email address, or other means.

Return policy for Sonno Bed Sheets. We offer an easy 30-night return policy for our eucalyptus sheets. This means you can receive your Sonno bed sheets at home and you can feel them before deciding if you're happy with your purchase. The return period starts on your purchase date.

- If you are not fully satisfied with your Sonno bed sheets within 30 nights, you may contact us to arrange the return. Kindly send an email at support@mumuliving.com or WhatsApp our customer service to start the return process.
- To be eligible for a return you must be a paying customer (full or in instalments). To complete your return, please retain a copy of your receipt, confirmation email, and order number, as proof of purchase.
- Our 30-night return is limited to a one-time return or exchange of up to one (1) bed sheet set (fitted sheet set with or without the duvet cover) per customer / household. If you order a new set, the 30-night return policy will not apply on your next order. This applies to all new orders from the same customer or delivery address. Customers may be identified by customer name, delivery address, phone number, email address, or other means.
- ***You will not be eligible for a return if you ordered the wrong size/colour or if you want to change the size/colour.***
- Bed sheets ***must be returned*** in the original packaging (the box, the TENCEL™ label, welcome card, plastic bags should all be included), unwashed, unironed, unworn without stains or damage, or odour.

- Return shipping costs must be borne by the customer. Parcels are to be shipped to the warehouse address provided by our team.
- A refund will be issued once the returned goods have been received.
- Any products outside Malaysia are not eligible for returns.

Return policy for Sonno Bolster: We offer an easy 30-night return policy for our Sonno Bolster. This means you can receive your bolster at home and you can feel them before deciding if you're happy with your purchase. The trial period starts on Purchase Date.

- If you are not fully satisfied with your Sonno Bolster within 30 nights, you may contact us to arrange the return. Kindly send an email at support@mumuliving.com or WhatsApp our customer service to start the return process.
- To be eligible for a return you must be a paying customer (full or in instalments). To complete your return, please retain a copy of your receipt, confirmation email, and order number, as proof of purchase.
- Our 30-night return is limited to a one-time return or exchange of up to one (1) bolster per customer / household. If you order a new bolster, the 30-night return policy will not apply on your next order. This applies to all new orders from the same customer or delivery address. Customers may be identified by customer name, delivery address, phone number, email address, or other means.
- ***You will not be eligible for a return if you ordered the wrong size.***
- Bolster ***must be returned in the original packaging*** (inside the box and sealed in plastic), unused, unpacked, without stains or damage, or odour.
- Return shipping costs must be borne by the customer. Parcels are to be shipped to the warehouse address provided by our team.
- A refund will be issued once the returned goods have been received.
- Any products outside Malaysia are not eligible for returns.

Return policy for Sonno Mattress Topper: We offer a 30-night trial for all of our Sonno Mattress Toppers. This means you can try the mattress topper for a full 30 nights in your own home before deciding if you're happy with your purchase. The trial period starts on the Purchase Date.

- If you are not fully satisfied with your Sonno Mattress Topper within the 30-night trial period, you may contact us to arrange the return. Kindly send an email at support@mumuliving.com or WhatsApp our customer service to start the return process.
- To be eligible for a return we only request that you first try your new mattress topper for at least 7 days before submitting a return request, as it can take some time for you to adjust to a new mattress topper.
- Sonno Mattress Toppers ***must be returned*** wrapped in the original plastic or any suitable plastic that can protect it from dirt and damages.
- Our 30-night trial is limited to a one-time return or exchange of up to one (1) mattress topper per customer / household. If you order a new mattress topper, the 30-night trial will not apply on your next mattress topper order / exchanged mattress topper. This applies to all new orders from the same customer or delivery address. Customers may be identified by customer name, delivery address, phone number, email address, or other means.
- You will not be eligible for a return if you ordered the wrong size or you want to change the size.
- Return shipping costs must be borne by the customer. Parcels are to be shipped to the warehouse address provided by our team.
- A full refund will be issued once the returned mattress topper has been received.
- The returned mattress topper should be in a reasonably good condition, without any damages or stains, otherwise, refunds or exchanges may not be granted. Although returned or used mattress toppers are never resold or re-sent to customers, we donate our returned mattress toppers to local charities, therefore, they must be in good condition.
- A valid proof of purchase (such as your order confirmation email) is required for all return or exchange requests.
- Any products outside Malaysia are not eligible for returns.

Return policy for Sonno Huggy Blanket: We offer an easy 30-night return policy for our Huggy Blanket. This means you can receive your Sonno Huggy Blanket at home and you can feel it before deciding if you're happy with your purchase. The return period starts on your purchase date.

- If you are not fully satisfied with your Sonno Huggy Blanket within 30 nights, you may contact us to arrange the return. Kindly send an email at support@mumuliving.com or WhatsApp our customer service to start the return process.
- To be eligible for a return you must be a paying customer (full or in instalments). To complete your return, please retain a copy of your receipt, confirmation email, and order number, as proof of purchase.
- Our 30-night return is limited to a one-time return or exchange of up to one (1) Huggy Blanket per customer / household. If you order a new blanket, the 30-night return policy will not apply on your next order. This applies to all new orders from the same customer or delivery address. Customers may be identified by customer name, delivery address, phone number, email address, or other means.
- You will not be eligible for a return ***if you ordered the wrong size/colour or if you want to change the size/colour.***
- The blanket ***must be returned*** in the original packaging, unwashed, unironed, unused without stains or damage, or odour.
- Return shipping costs must be borne by the customer. Parcels are to be shipped to the warehouse address provided by our team.
- A refund will be issued once the returned goods have been received.
- Any products outside Malaysia are not eligible for returns.

Return policy for Sonno Mattress Protector. We offer a 30-night trial for all of our Sonno Mattress Protector. This means you can try the protector for a full 30 nights in your own home before deciding if you're happy with your purchase. The trial period starts on purchase date.

- If you are not fully satisfied with your Sonno Protector within the 30-night trial period, you may contact us to arrange the return. Kindly send an email at support@mumuliving.com or WhatsApp our customer service to start the return process.
- To be eligible for a return we only request that you first try your new Sonno Mattress Protector for at least 7 days before submitting a return request.
- The Sonno Mattress Protector ***must be returned*** wrapped in the original plastic, to protect it from dirt and damages during transportation.
- Return shipping costs must be borne by the customer. Parcels are to be shipped to the warehouse address provided by our team.
- A refund will be issued once the returned duvet has been received.

- Returned mattress protectors should be in a reasonably good condition, without any damages or stains, otherwise, ***refunds or exchanges may not be granted***. Although returned or used mattress protectors are never resold or re-sent to customers, we donate our returned mattress protectors to local charities, therefore, they must be in good condition.
- A valid proof of purchase (such as your order confirmation email) is required for all return or exchange requests.
- Any products outside Malaysia are not eligible for returns.
- ***You will not be eligible for a return if you ordered the wrong size or you want to change the size.***
- Our 30-night trial is limited to a one-time return or exchange of up to one (1) mattress protector per customer / household. If you order a new protector, the 30-night trial will not apply on your next protector order / exchanged protector. This applies to all new orders from the same customer or delivery address. Customers may be identified by customer name, delivery address, phone number, email address, or other means.

Return policy for ***Sonno Signature Bed Frame***. We offer an easy 30-night return policy for our bed frame. This means you can receive your Sonno Signature Bed Frame at home and you can try it before deciding if you're happy with your purchase. The return period starts on your purchase date.

- If you are not fully satisfied with your Sonno Signature Bed Frame within 30 nights, you may contact us to arrange the return. Kindly send an email at support@mumuliving.com or WhatsApp our customer service to start the return process.
- To be eligible for a return you must be a paying customer (full or in instalments). To complete your return, please retain a copy of your receipt, confirmation email, and order number, as proof of purchase.
- Our 30-night return is limited to a one-time return or exchange of up to one (1) bed frame per customer / household. If you order a new set, the 30-night return policy will not apply on your next order. This applies to all new orders from the same customer or delivery address. Customers may be identified by customer name, delivery address, phone number, email address, or other means.
- ***You will not be eligible for a return if you ordered the wrong size or if you want to change the size.***

- Return shipping costs must be borne by the customer. Parcels are to be shipped to the warehouse address provided by our team.
- An administration fee of RM50 will be charged for the return processing.
- The bed frame ***must be returned*** in the original packaging, with all tools, assembly instructions and components. If there are any missing parts, we have the rights to refuse the refund payment.
- Any products outside Malaysia are not eligible for returns.
- The product ***must be returned*** in same condition, without stains, marks, spots and any other cosmetic issue.
- A refund will be issued once the returned goods have been received safely at our warehouse. If the refund will be rejected, you will be entitled to collect the bed frame back from the warehouse at the same address mentioned above.