



5 YEARS WARRANTY
YOUR COMFORT MATTERS

Mattress Warranty Terms in India: What You Should Know Before You Buy

A practical guide to warranty coverage, exclusions, claim requirements and the key terms to check before purchasing a mattress.

WARRANTY Protects against eligible manufacturing defects.	NOT COMFORT Firmness preference is generally not a warranty defect.	KEEP RECORDS Invoice, product label and warranty documents matter.
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Prepared as an easy-to-read consumer guide. Always check the warranty document supplied with your specific mattress model and purchase.

01 | Warranty Basics

Buying a mattress is about comfort and after-sales support. A mattress warranty protects you against genuine manufacturing defects, not every change caused by use, weather or care. In India, heat, humidity and daily use can affect mattress condition, so the fine print matters.

What Is a Mattress Warranty?

A mattress warranty is a written assurance that the product will meet stated quality standards for a defined period. If a manufacturing defect arises, the company may repair, replace, reconstruct or offer a pro-rata settlement, depending on the applicable terms.

Warranty is not the same as comfort preference. If your mattress feels too firm, too soft, or different from what you expected, that alone may not be considered a defect. Normal softening may also not qualify unless it crosses the stated limits.

Coverage usually starts from the purchase date, so keep the invoice, purchase details, warranty card and product label safely.

What Does a Mattress Warranty Usually Cover?

- Sagging or depression beyond the allowed limit.
- Stitching or quilting defects affecting normal use.
- Size variation beyond the stated tolerance.
- Foam, spring or support-layer failure caused by a manufacturing issue.
- Eligible defects reported within the valid warranty period.

Some policies define size variation in millimetres and sagging in inches. Warranty decisions are generally based on measurable conditions, not general discomfort.

BUYER CHECK

Before purchase, compare the warranty period, sagging limit, claim method, inspection charges, transport terms and pro-rata conditions.

02 | Coverage & Exclusions

What Is NOT Covered Under Mattress Warranty?

Many claim rejections occur because buyers expect coverage for damage that occurs after purchase. A brand may reject issues linked to use, care or external conditions. Usually, a warranty does not cover:

- Stains, spills, burns, cuts, tears or fabric damage.
- Mould, odour or dampness caused by poor ventilation or moisture exposure.
- Damage from folding, bending, dragging or improper handling.
- Use on an uneven, broken or unsuitable bed base.
- Body impressions that remain within the allowed limit.
- Comfort changes caused by personal preference.
- Damage during shifting, storage or transportation.
- Infestation, pet damage or accidental misuse.

India-specific care note

During the monsoon, moisture from wet walls, damp floors or storage without airflow can affect a mattress. Such damage may fall outside warranty coverage. Keeping the mattress dry and using a suitable base can help protect both the product and the warranty.

Mattress Warranty Terms Most Indian Buyers Ignore

TERM	WHAT TO CHECK
Warranty duration	It may range from 1 to 10 years depending on the brand and collection.
Pro-rata coverage	Full value may apply only initially, with later settlement based on the remaining warranty period.
Claim basis	You may need to contact the dealer, service point or official customer-care channel.
Inspection charges	A doorstep inspection may involve a fee under some policies.
Transport charges	Replacement handling or transport may be payable by the customer.
Temporary replacement	Many brands do not provide another mattress during repair or reconstruction.

03 | Understanding a 5-Year Warranty

Your 5-year warranty should be understood as a defined protection period—not a promise that every issue will be repaired or replaced. Eligibility depends on the actual warranty terms for your mattress model.

Warranty at a Glance

5 YEARS	YOUR COMFORT MATTERS
Use the warranty period as a reference for eligible defects, while checking the exact model-specific terms.	Comfort preference, normal softening and expected use-related changes may not qualify as manufacturing defects.

Understanding Century Mattress Warranty Policies

The supplied reference material describes Century's warranty policy as covering manufacturing defects for one to ten years depending on the collection variant. The following points are presented as a buyer-oriented summary of that supplied material; customers should verify the current terms for the specific collection before relying on them.

- Warranty applies from the purchase date.
- It is generally carry-in, so the customer may need to bring the defective mattress to the dealer and collect the repaired or replaced product there.
- The supplied policy states that depression below 1.5 inches in a 5-inch mattress, and below 1 inch in a 4-inch or thinner mattress, is not covered.
- If one mattress in a pair has sagged, only that mattress may be replaced, subject to the policy.
- Size variation is stated as more than +12 mm or -6 mm from the stated size.
- After inspection, the company may repair, reconstruct or replace the mattress.
- A replacement mattress is not provided during repair or reconstruction.
- The supplied material states doorstep inspection charges of ■300 within city limits and ■600 outside city claims.
- Transport and handling costs toward replacement may be borne by the customer.
- Pro-rata calculation may apply after the first year.

Example of Pro-Rata Calculation

Example only: if a mattress bought for ■20,000 has a five-year warranty and has been used for two years, the remaining warranty period is three years. A policy may calculate a pro-rata settlement based on the unused period—for illustration, ■12,000. The actual settlement depends on the applicable warranty formula and current terms.

04 | How to File a Warranty Claim

A smooth claim begins with records, clear photos and communication through the brand's approved service channel. Follow these steps:

1. Keep your invoice, warranty card and order details safe.
2. Take clear photos of the mattress and the affected area from multiple angles.
3. Measure sagging according to the brand's stated method, without bedsheets or loose bedding.
4. Contact the dealer, customer care or official brand channel.
5. Share the purchase date, product details, issue description and photos.
6. Avoid moving, folding or altering the mattress if the defect appears serious.
7. Ask about inspection requirements, expected timeline and any applicable charges before proceeding.

CLAIM TIP

Be accurate about usage and the mattress base. A service inspection may distinguish manufacturing defects from moisture, unsuitable support, mishandling or accidental damage.

Mattress Warranty vs Mattress Replacement Policy

POINT	WARRANTY	REPLACEMENT / RETURN POLICY
Purpose	Covers eligible manufacturing defects	Covers exchange or return conditions
Timeframe	Often several years	Usually shorter
Basis	Inspection and defect evidence	Brand rules for return or exchange
Possible outcome	Repair, reconstruction, replacement or pro-rata value	Exchange, return or store credit

Read warranty and replacement/return terms separately. Approval under one does not automatically mean approval under the other.

05 | Protect Your Mattress & Warranty

Simple care can reduce avoidable damage and help keep your warranty claim documentation in order.

- Use the mattress on a proper, stable and level bed base.
- Rotate the mattress as recommended for your specific model.
- Keep the mattress dry and allow ventilation, especially during humid or monsoon periods.
- Use a mattress protector in homes with children, pets or higher humidity.
- Avoid folding, bending or dragging the mattress unless the product is specifically designed for it.
- Do not remove product tags or labels; they may be required during inspection.
- Report visible manufacturing defects early and retain photographs of the condition.
- Keep the invoice, warranty card and product details together in a safe place.

Final Buyer Checklist

■ Warranty period confirmed for the exact mattress model	■ Sagging / depression threshold understood
■ Covered defects clearly identified	■ Exclusions reviewed
■ Bed-base requirements confirmed	■ Inspection and doorstep charges checked
■ Transport / handling responsibility understood	■ Pro-rata calculation understood
■ Invoice and product label safely stored	■ Official claim channel saved

Final Thoughts on Mattress Warranty in India

A warranty is useful only when you understand what it promises and what it does not. Before buying, compare the warranty period, sagging limits, claim method, inspection charges and pro-rata rules. Buy from an authorised seller and keep clear proof of purchase.

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AVALON PREMIUM MATTRESS
Care. Comfort. Confidence.

Reference note: This guide has been formatted from the warranty information supplied in the request. Warranty terms can change and may vary by mattress collection, model and purchase date. The applicable warranty document supplied with the product should be treated as the controlling document.