

As items concern personal hygiene, items are non-returnable and non-exchangeable.

However, rest assured that you are covered by our 2-Year Extended Warranty*

*(only applicable if activation instruction for warranty on Quick Start Guide is followed within 7 days after receiving item, otherwise standard warranty of 3 months apply)

All Warranty will be thoroughly inspected in accordance with our Warranty Policy before we proceed further. We do reserve the right not to allow the return of products or repair of any item although the condition above is met.

For Warranty cases, customers are advised to notify us first at girafthepillow@gmail.com by quoting the order number and product details as shown below:

- Proof of purchase/order number
- A short description of the issue
- Supporting image(s)

Returned items will be thoroughly inspected by our quality control experts to assess if the item is faulty or fair wear and tear. We may be able to repair your item – though we are not able to guarantee it. In the rare event that your item is faulty due to design or defect, we will proceed to repair the item. Repair will be subjected to availability or personnel and our Repairs team will be in touch with you on the next steps.

Please note that a Courier delivery fee is applicable for us to re-ship out the warranty repair item. The cost to send items back to us will also be borne by the customer.

We aim to process all Warranty cases within 5 working days of receiving your email. The management reserves the rights to reject any returns / exchanges at our discretion.

Warranty Policy

This Warranty is valid only for items that you bought through authorised channels (Products). Our authorised channel is our online store at www.girafthepillow.com (the Store). Regretfully, we can't determine the authenticity or original condition of products sold through unauthorised channels. Hence, we can't provide warranty service for those products.

a. What our warranty covers

We warrant the following:

- The Product you bought will match the descriptions we gave you when you contacted us, or through our Store;
- The Product's Composite Material will not be affected by any major manufacturing defect that causes significant deformation in shape and sagging.

Our warranty starts from the date you received your Product. Your date of receipt will be the date shown on our delivery records for your order.

b. What our warranties do not cover

GIRAF's warranty commitments do not cover claims resulting from:

- wear and tear, or due to the aging of materials;
- minor deviations of the Products from images posted in the Stores or due to naturally occurring variations in the materials used or manual assembly of Products;

- improper assembly, use or care, contact with animals, or site or environmental conditions (such as environments with high heat, high humidity, high salinity or pollutant gases);
- use in anything other than a domestic or private setting;
- contact with moisture (including, without limitation, due to conditions such as hyperhidrosis or contact with aqueous or organic solvents), thermal degradation or elements that are known to cause a breakdown of materials;
- modifications or failure to follow the recommended aftercare instructions; or
- abuse, negligence, accident, fire or water damage, transportation by the customer or other causes beyond our control.

c. Limitation on transferability of warranties

The GIRAF Limited Warranty applies to the original purchaser only. All subsequent owners of the GIRAF Product acquire it "as is". Any attempt to transfer any warranty in violation of this paragraph will void the warranty.