

MOUKA WARRANTY POLICY

The Mouka Limited Warranty Policy aims to ensure product quality assurance, guide users on proper product applications, and address mishandlings that could invalidate the warranty. It shows how responsibilities are designated to various departments (Customer Service, Quality Assurance, and Marketing) to handle products that have failed to meet the warranty provisions.

The policy emphasizes monitoring effectiveness through internal audits and periodic reviews, usually every three years or when significant technological or regulatory changes occur. The warranty covers lack of conformity or defects in products, with specific conditions outlined for foam mattresses, innerspring mattresses, and mattress foundations. Exclusions include normal wear and tear, damage from misuse or abuse, Acts of God, and certain conditions related to product dimensions or customization. The policy contains important information such as advice on warranty claims, including providing proof of purchase and adherence to care instructions. Warranty claims involve repair or replacement, with considerations for discontinued products or substitute materials.