

SMUG Memory Foam Mattress Topper



SMUG Memory Foam Mattress Topper User Manual

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SMUG Memory Foam Mattress Topper



Product Specifications

- **Product Name:** Memory Foam Pillow
- **Warranty:** 3 years

Product Usage Instructions

Unboxing and Initial Setup

1. Unbox your new memory foam pillow.
2. Place the pillow in the desired location for expansion.

Expansion Process

Place the memory foam pillow on a flat, well-ventilated surface and allow it to fully expand for 48 hours.

NOTE:

1. Dimensions may vary after expansion due to memory foam properties, which are normal and do not affect performance.
2. A slight odor may be present initially but will dissipate after use.
3. Long-term discoloration due to oxidation is natural and does not impact performance.

FAQ

How long is the warranty coverage?

- The warranty covers three (3) years from the date of purchase.

What is covered by the warranty?

- The warranty covers defects in materials or workmanship, with specific exceptions listed in the manual.

How can I request service under the warranty?

- To submit a warranty claim, contact Customer Service during EST working hours via email or phone provided in the manual.

What is not covered by the warranty?

- The warranty does not cover wear and tear, normal changes in softness, stains, misuse, unauthorized alterations, transit damage, or commercial use.

What actions will be taken if a product is defective?

- The company reserves the right to repair, replace, or refund any defective product.

How does state law apply to the warranty?

- The warranty provides specific legal rights, and additional rights may vary depending on state regulations.

Memory Foam Pillow

Follow these easy steps to enjoy a comfortable pillow in no time

1. Unbox your new memory foam pillow and place it in the location you want it to expand.
2. Place the memory foam pillow on a flat surface in a well-ventilated room and allow it to fully expand for 48 hours.

NOTE

1. Due to the unique properties of memory foam, dimensions after expansion may vary, which is normal and will not affect the performance of the memory foam pillow.
2. The new memory foam pillow may have a slight odor after unpacking, it is completely harmless and will dissipate quickly after use.
3. The memory foam pillow may discolor due to oxidation after long-term use, it is a natural process and will not affect its performance.

WARRANTY

3-YEAR WARRANTY

• How Long Coverage Lasts

- The warranty runs for three (3) years from the date of purchase.

• What is Covered

- This warranty covers any defects in materials or workmanship, with the exceptions stated below.

• What is Not Covered

- The warranty applies only to the original Purchaser within the USA and does not cover: (a) wear and tear; (b) normal changes in softness or resilience (including impressions less than 0.75 inches in depth); (c) stains; (d) misuse or improper maintenance; (e) alteration or repair by unauthorized representatives; (f) damage resulting from transit or handling; (g) commercial use.

• What We Will Do

- We reserve the right to repair, replace, or refund any product that proves to be defective in materials or workmanship.

• How to Get Service

- During EST working hours (9:00 am-5:00 pm), email "HJ-Customer Service@outlook.com" or call "(909)637-7665" and "(909)637-7593" to submit your warranty description.

• How State Law Applies

- This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

- HJ-Customer-Service@outlook.com

- User Manual

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