

Restiq Sleep.
Your Unique Rest

**Warranty
Guarantee
Refund
Return**

Policy

Thank You

Thank you for choosing Restiq Sleep.
We don't take it lightly that you've invited us into your most personal space — your rest. Every product we craft is made with intention, care, and a commitment to quality that lasts. We're here to support you not just at the point of purchase, but through every night that follows.
Rest well. Rest differently.
— The Restiq Sleep Team

 admin@restiqsleep.co.za

 www.restiqsleep.co.za

 079 194 2257

1-Year Comfort Guarantee

Your comfort is our priority. All Restiq Sleep products come with a 1-year comfort guarantee. If there's a verified manufacturing fault that affects your sleep within the first year, we'll repair or replace it at no cost to you.

Note: Guarantee is valid only when used with a suitable base and under normal conditions. Proof of purchase is required.

20-Year Limited Warranty

Each mattress is backed by a 20-year limited warranty, which covers:

- Structural defects (springs, support core)
- Excessive sagging not caused by misuse
- Workmanship issues from manufacturing

Note: Warranty is valid only when used with a suitable base and under normal conditions. Proof of purchase is required.

Weight Recommendation

We recommend the following ideal weights for each type of mattress per person:

- Restiq SingleBalance (Turnable – Medium Feel): up to 90 kg
- Restiq DualBalance (Turnable – Medium Feel): up to 136 kg
- Restiq CloudEase (Pillow Top – Medium Feel): up to 110 kg
- Restiq GentleNest (Pocket Only – Medium to Soft): up to 130 kg
- Restiq LuxeFloat (Pocket + Memory Foam – Luxury Soft)s: up to 135 kg
- Restiq FirmFoam (Full Foam – Firm Feel) : up to 150 kg

Refund Policy

We offer refunds only within 7 days of receiving your product — and only if the product is unused, still sealed, and returned in its original packaging.

After 7 days, no refunds will be issued.

If a product has been opened, used, or stored improperly, it is not eligible for return — even if still in plastic.

Exchange & Return Policy

Returns Eligibility

- Must be requested within 7 days of purchase
- Item must be unused, undamaged, and in original packaging
- Sale, clearance, and special-order items are not returnable

Exchanges

- Exchange requests must be made within 30 days
- Product must be in original state, no tear, breaking (unless delivered broken)
- Exchanges depend on availability; we'll notify you of delays or offer a refund

Shipping Responsibility

- Customers cover courier costs unless the item is defective or incorrect

Damaged or Faulty Items

- Please report issues within 7 days of receiving your order
- We'll request photos and arrange for return/replacement at no cost to you

contact us

For support, inspections, or to lodge a warranty claim, contact us:

 admn@restiqsleep.com

 079 194 2257

We're here to help you rest differently.

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Laybuy Policy

www.restiqsleep.co.za

At Restiq Sleep, we believe your rest should be accessible — without compromising on quality. Our lay-by option allows you to secure your order and pay it off at a pace that works for you.

How it Works

- **Deposit Required:** A minimum of 30% upfront deposit is required to secure your lay-by.
- **Payment Period:** You have up to 2 months to complete your payment.
- **Payment Frequency:** You can make payments weekly, bi-weekly, or monthly — as suits your budget.
- **Collection or Delivery:** Your product will only be released after full payment is received.

Terms & Conditions

1. Order Confirmation

- Lay-by is confirmed only once your deposit reflects. Payment of deposit acts as agreement to these terms

2. Price Lock

- The price is secured at the time of your lay-by agreement — no changes, even if prices increase later.

3. Non-Refundable Deposit

- The 30% deposit is non-refundable if you cancel the lay-by after 7 days.

4. Late or Missed Payments

- If no payments are made within 30 consecutive days, the lay-by may be cancelled and the product released for sale.

5. Early Settlements

- You're welcome to pay off your lay-by earlier and receive your product sooner.

6. No Exchanges During Lay-By Period

- Products under lay-by cannot be exchanged or modified until paid in full.

7. Proof of Identity & Agreement

- We may request ID and proof of agreement before releasing your product.