



Please note that the policies below are applicable to orders placed directly from Napnap.

RETURN POLICY

Items are refundable if returned within a 15 day period from the date of delivery as confirmed by tracking information. Orders once placed cannot be cancelled, and must be returned in accordance with this policy.

Returned items must be in like-new condition, with no visible damage and must include:

- NapNap Packaging Box
- Carry Pouch
- Mat With Washable cover
- Cotton Cover
- Charging cable
- User Manual
- Warranty Card

All parts and materials should be without any stains or wear and tear.

If the returned products pass inspection in accordance with the above policy, customers will receive a full refund for the returned item(s) to the original payment method used for purchase. Please note that Napnap has sole discretion to determine whether the return requirements have been complied with. If the payment was done in Cash through the COD option, the customer will have to provide their bank details to the Company for transfer of funds.

We recommend you send your return back through a delivery method that has a tracking service. Napnap is not responsible for returns that are sent but never received and customers will not receive refunds for lost returns.

If you would like a different size or item, you may request an exchange within a 15 day period from the date of delivery of your original order, as confirmed by tracking information. [Depending on the price differential, you may be invoiced a new balance or refunded for a portion of the original order.]

HOW TO RETURN OR EXCHANGE

If you wish to return or exchange according to the terms of the above policies, please fill in the following details to receive a Return Request Form:

The return package must include this Return Request form.

Please note that all costs associated with returning or exchanging an item, including shipping costs and taxes (if any), are the responsibility of the customer. We recommend that all returned items be delivered through a method that enables tracking. Napnap will not be responsible for any returns that are lost in transit. Customers will not receive refunds for such lost returns.

Once your item is received and inspected in accordance with our policies (above) your claim will be processed and a refund or replacement will be issued within 15 business days.

Important Note: At the time of taking the delivery of your order, please ensure that the product received is undamaged, is properly packed and acknowledge the same to the delivery person. In case the box looks damaged or tempered with, please do not take the delivery of the product. Call or email our sales support immediately at care@napnapmat.com