

CONTOUR[®]

Hemp Pillow

Instructions for Use

Back Sleeping

Sleep on the lower side of the pillow with the neck roll underneath your head.

Side Sleeping

Sleep on the higher side of the pillow.

New Smell

The Contour Hemp Pillow is made from all-new materials and, like a new car, will have a new product smell. Some are more sensitive to this smell than others. You may reduce this smell by removing your pillow from the packaging and letting the pillow air out before use.

These statements have not been evaluated by the FDA and are not intended to diagnose, treat, cure, or prevent any disease or health condition.

Cover: 55% Hemp/45% Cotton

100% Polyester Filling

Made in China

Discoloration

Exposure to fresh air and different lighting might cause the foam to change colors. This is normal.

Cleaning

Remove the pillow cover by unzipping it and removing the cover from the pillow. Wash the cover on a gentle cycle and then air dry only. Hand washing preferred for best results.

TO CLEAN COVER:



MACHINE WASH COLD WITH LIKE COLORS

AIR DRY ONLY

DO NOT BLEACH

DO NOT DRY CLEAN

DO NOT IRON

TO CLEAN INNER PILLOW:



SPOT CLEAN WITH WATER ONLY

AIR DRY ONLY

DO NOT WASH. DO NOT DRY CLEAN

DO NOT BLEACH. DO NOT IRON.

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90-Day Money-Back Guarantee

The **Contour Hemp Pillow** is covered by a 90-day money-back guarantee. If you are not 100% satisfied with your product, return the product and request a replacement product or refund. Proof of purchase is required. Refunds will include the purchase price, less processing and handling. Follow the instructions in the Return Policy below to request a replacement or refund.

Replacement Guarantee Policy

Our products, when purchased from an authorized retailer, include a 1-year replacement guarantee if your product or component part does not perform as expected, the guarantee extends only to the original purchaser and is not transferable. If you experience an issue with one of our products within 1 year of purchase, return the product or the component part for replacement with a functionally equivalent new product or part. The original proof of purchase is required, and you are responsible to pay to return the unit to us. In the event a replacement unit is issued, the guarantee coverage ends six (6) months following the receipt date of the replacement unit or the remainder of the existing guarantee, whichever is later. Tristar reserves the right to replace the unit with one of equal or greater value.

Return Policy

If, for any reason, you would like to replace or return the product under the money-back guarantee, your order number can be used as the return merchandise authorization number (RMA). If the product was purchased in a retail store, return the product to the store or use "RETAIL" as the RMA. Return your product to the address provided below for a replacement,

which will incur no additional processing and handling fees, or for the refund of your purchase price, less processing and handling. You are responsible for the cost of returning the product. You can locate your order number at www.customerstatus.com. You can call customer service at 973-287-5147 or email info@tvcustomerinfo.com for any additional questions. Pack the product carefully and include in the package a note with (1) your name, (2) mailing address, (3) phone number, (4) email address, (5) reason for return, and (6) proof of purchase or order number, and (7) specify on the note whether you are requesting a refund or replacement. Write the RMA on the outside of the package.

Send the product to the following return address:

Contour Hemp Pillow
Tristar Products
500 Returns Road
Wallingford, CT 06495

If the replacement or refund request has not been acknowledged after two weeks, please contact Customer Service at 973-287-5147.

Refund

Refunds requested within the money-back guarantee timeframe will be issued to the payment method used at purchase if the item was purchased directly from Tristar. If the item was purchased from an authorized retailer, proof of purchase is required, and a check will be issued for the item and sales tax amount. Processing and handling fees are non-refundable.



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