Three Year Warranty

Without in any way limiting your legal rights all mattresses benefit from a 3 year warranty. The warranty commences on the date of purchase. Please retain a copy of your order confirmation as proof of purchase. The guarantee is valid only for the original purchaser of the product and is not transferable.

In the event of a defect, you may be required to provide us with proof of purchase and evidence of the defect such as photos of the product. You may also be required to return the defective product to us (but, provided the defect is indeed covered by the guarantee, we will reimburse any reasonable returns costs you incur for shipping).

If we find a defect that is covered by the guarantee then we will repair or replace the existing product. Following a repair or replacement, the guarantee will remain valid from the date of the original purchase.

The guarantee does not cover:

- normal increase in softness of the foam
- settlement, indentation or dipping of 2.5cm or less in depth
- normal wear and tear
- defects caused by physical abuse or damage, accidental or otherwise
- defects due to causes other than faulty materials or workmanship
- defects that may have arisen due to inappropriate use of the product or a lack of proper care for the product
- products that are unhygienic or soiled
- products that have been altered or adapted
- instances where a mattress has been rolled or bent by the customer
- instances where the mattress has not been used with a suitable base