

# SULTAN



Everyday life at home puts high demands on mattresses and bed bases. IKEA SULTAN mattresses and bed bases have been rigorously tested to comply with our strict standards for quality and durability, as well as to meet the highest standards for domestic applications. That means we can offer you a 25-year guarantee that covers SULTAN mattresses and bed bases marked with the logo below against defects in materials and workmanship.

Electric motors have a 5-year guarantee.

This guarantee is subject to the terms and conditions stated in this brochure.





## **What is covered under this guarantee?**

This guarantee covers defects in material and workmanship in the following components of the SULTAN mattresses and/or bed bases.

- Wooden frame and springs in wooden base spring mattresses.
- Springs in spring mattresses.
- Foam core in foam mattresses.
- Latex core in latex mattresses.
- Wooden frame and slats in slatted bed bases.
- Electric motor in electrically operated bed bases (5-year guarantee).

The original purchase receipt, or email confirmation if purchased online, is required as proof of purchase. This guarantee applies to furniture put to domestic use only and is valid from the date of purchase, or delivery if later.

## **What products are not covered under this guarantee?**

This guarantee does not apply to:

All mattress pads: SULTAN TOLG, SULTAN TRANDAL, SULTAN TÅRSTA, SULTAN TJÖME, SULTAN TVEIT, SULTAN TAFJORD; slatted bed base SULTAN LADE; children's mattresses.

## **What will IKEA do to correct the problem?**

IKEA will examine the product and decide, at its sole discretion, if it is covered under this guarantee. If considered covered, IKEA through its own service operations, will then, at its sole discretion, either repair the defective product or replace it with the same or a comparable product. The costs of repairs, spare parts, labour and travel for repair staff, that IKEA incur, provided that the product is accessible for repair without special expenditure will be paid by IKEA. IKEA will not be responsible for, nor reimburse the cost of any repair work not authorized by IKEA.

Any parts replaced as part of the repair service will become the property of IKEA. If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement. It is IKEA that will determine, at its sole discretion, what constitutes an appropriate replacement.

### **What is not covered under this guarantee?**

This guarantee does not apply to products that have been stored or assembled incorrectly, used inappropriately, abused, misused, altered, or cleaned using incorrect cleaning methods or cleaning products.

This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents.

This guarantee does not apply if the product has been placed outdoors, in prolonged direct sunlight or in a humid environment or if the products have been used for non domestic purposes.

This guarantee does not cover consequential or incidental damage suffered by any person.

### **Before using for the first time**

Initially your new mattress can seem a bit too firm. Allow one month for your body to get used to the mattress and for the mattress to get used to your body.

To get the best comfort you need the right pillow. Make sure that you have a pillow that suits you and your new mattress.

All new materials have their own particular smell, which gradually disappears. Airing and vacuuming the mattress will help to eliminate the smell.

## **90 days exchange policy**

It's important to us that you sleep well on your new SULTAN mattress. Should you discover that it isn't completely to your satisfaction after allowing one month for your body to get used to the mattress – bring the mattress back and try out a new one. You have 90 days to sleep on it!

## **Care and cleaning**

Complement the mattress with a mattress protector or a mattress pad. It makes it more hygienic, as it is easy to remove and clean. Some SULTAN mattresses and pads have a washable cover. Read the tag inside the cover for more information. Make sure that the zipper is closed when washing the mattress cover. Vacuuming the mattress helps to remove dust and mites. Use upholstery cleaner to remove stains.

If your mattress is turnable you should turn it about every three months. Turning a mattress ensures more even wear and helps to prolong its comfort.

Don't fold the mattress. It can damage the springs and materials inside.

Even the best mattresses become less comfortable with age, and all mattresses accumulate dust and mites over the years.

So even if the SULTAN mattresses have a 25-year guarantee, we still recommend that you change your mattress every 8–10 years.

## **General legal rights**

This guarantee gives you specific legal rights. The guarantee is provided to you free of charge and in addition to the rights given to you by law. It does not in any way affect the rights given to you by



law. Items excluded from this free extended guarantee offered by IKEA may still be covered by the rights given to you by law.

### **How to reach us if you need service**

Contact your local IKEA store. You will find the address and phone number in the IKEA catalogue or at [www.ikea.co.uk](http://www.ikea.co.uk)

## **SAVE THE SALES RECEIPT\***

**It is your proof of purchase and required  
for the guarantee to apply.**

\* or email confirmation if ordered online.

If anything happens, or if you're not satisfied,  
just contact IKEA at [www.IKEA.co.uk](http://www.IKEA.co.uk)

