

Mattresses

guarantee
information

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Everyday life at home puts high demands on a mattress. IKEA mattresses are rigorously tested to comply with our strict standards for quality and durability as well as with the highest standards for domestic use. This means that we can offer you a 10-year guarantee against defects in materials and workmanship that covers mattresses from IKEA. This guarantee is subject to the terms and conditions stated in this folder.

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The mattresses have a 10-year guarantee.

How long is the guarantee valid?

The guarantee for mattresses remains in force for ten (10) years and is valid from the date of purchase. The original purchase receipt is required as proof of purchase.

What is covered under this guarantee?

This guarantee applies to domestic use only and covers defects in material and workmanship in all mattresses. The guarantee covers split seams, damaged springs, broken handles, broken mattress base and substantial sagging.

This guarantee is to the benefit of the original purchaser of the product. It is not transferable.

Products not covered under this guarantee:

This guarantee does not apply to mattress pads, sofa bed mattresses and 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. If it is covered by this guarantee, IKEA will pay 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. This does not apply to any repair work not authorized by IKEA. Replaced parts become the property of IKEA. If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement. It is IKEA that determines, 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 installed incorrectly, used inappropriately, abused, misused, altered, or cleaned using the wrong cleaning methods or cleaning products.

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

This guarantee does not apply if the product has been placed outdoors or in a humid environment.

This guarantee does not cover consequential or incidental damage.

365 days Love it or Exchange it policy

It is important to us that you love your new mattress. So if after a while you discover that it is too firm, too soft or too something else just bring the mattress back and simply change it for another.

You may exchange your mattress or mattress pad once within 365 days if you don't love it, provided that it is not dirty, marked or damaged. Simply take your mattress back to the IKEA store with your receipt and we will help you find one that suits you better.

Please note that initially your new mattress can seem a bit too firm. Allow at least 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 also need the right pillow. Make sure you have a pillow that suits you and your new mattress.

If you would like to upgrade your mattress, all we ask is that you pay the difference between the original purchase price and the price of the replacement chosen. If the replacement mattress is lower in price, we will credit the difference to an IKEA refund card for you to use towards a future purchase.

The "Love it or Exchange it" return policy is valid on all new mattresses but does not apply to SULTAN bed bases or bed slats.

Our mattresses are put to the test

To test strength and durability we use a machine that simulates the movements of a person weighing 140 kg rolling around in bed 50,000 times. A pressure gauge measures the effect on springs, frames, slats and fillings. The construction must hold up to the highest requirements.

Care instructions

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 IKEA 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 turn able (making the head end the foot end and vice versa) 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 we recommend that you change your mattress every 8–10 years.

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. Roll packed mattresses regain their shape after 3–4 days of use. All new materials have their own particular smell, which gradually disappears. Airing and vacuuming the mattress will help to eliminate the smell.

How country, provincial and state law applies

This guarantee gives you specific legal rights, and is in addition to your statutory legal rights.

How to reach us if you need assistance

Contact your local IKEA store. You will find the address and phone number at www.ikea.com.au

Save the receipt

It is your proof of purchase and required for the guarantee to apply. If anything happens, or if you're not satisfied, just contact IKEA at www.ikea.com/au/en/customer-service/

