

Mattresses

FREE
25
Year
Warranty



Everyday life at home puts high demands on mattresses and bed bases. IKEA 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 warranty that covers mattresses, foundations and bed bases marked with the logo above against defects in materials and workmanship. This warranty is subject to the terms and conditions stated in this guide.



How long is the warranty valid?

The warranty for mattresses and bed components remains in force for twenty-five (25) years from the date of purchase. The original purchase receipt is required as proof of purchase.

What is covered under this warranty?

This warranty covers defects in material and workmanship in the following components of the mattresses and/or foundations and bed bases from the date of purchase from IKEA. The original purchase receipt is required as proof of purchase. This warranty applies to domestic use only.

- Springs in spring and hybrid mattresses.
- Foam core in foam mattresses.
- Latex core in latex mattresses.
- Slats, springs in bed bases and wooden frames.

This warranty is to the benefit of the original purchaser of the product. It is not transferable, with the exception of residents of the province of Saskatchewan.

Products not covered under this warranty

This warranty does not apply to:

All mattress pads, sofa bed mattress 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 warranty. 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 warranty, IKEA will pay the costs of repairs, spare parts, labour and travel for repair staff, that IKEA incurs, 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 warranty?

This warranty does not apply to products that have been stored or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or cleaning products.

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

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

This warranty does not cover consequential or incidental damages. Some provinces do not allow the limitation or exclusion of incidental or consequential damage, so this limitation or exclusion may not apply to you. All warranties on products sold within Canada are not transferable beyond the original purchaser with the exception of residents of the province of Saskatchewan.

Before using for the first time

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

Love it or exchange it

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 exchange it for another.

You may exchange your mattress 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.

Care and cleaning

Complement the mattress with a mattress protector or a separate pillow top. It makes it more hygienic, as it is easy to remove and clean. Some mattress and pillow tops 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 mattresses have a 25-year warranty, we still recommend that you change your mattress every 8-10 years.

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



How reach us if you need service

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

Save the receipt

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

If anything happens, or if you're not satisfied, just contact IKEA at www.IKEA.ca

