

Mattress

warranty
information

10

10 year limited warranty



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 limited warranty against defects in materials and workmanship that covers mattresses from IKEA. This limited warranty is subject to the terms and conditions stated in this folder.

10

The mattresses have a 10 year limited warranty.

How long is the limited warranty valid?

The limited warranty 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 limited warranty?

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

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

Products not covered under this warranty:

This limited warranty does not apply to mattress toppers, 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 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 limited warranty, 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 limited warranty?

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

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

This limited warranty does not cover consequential or incidental damage.

Some provinces do not allow the limitation or exclusion of incidental or consequential damage, so this limitation or exclusion may not apply to you.

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 topper. It makes it more hygienic, as it is easy to remove and clean. Some mattresses and toppers 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 requires rotating or flipping, 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 and provincial law applies

This limited warranty is to the benefit of the original purchaser of the product. All limited warranties on products sold within Canada are not transferable beyond the original purchaser with the exception of residents of the province of Saskatchewan. This limited warranty gives you specific legal rights. This limited warranty does not, in any way, affect the rights given to you by law. You may also have other rights under applicable provincial law. IKEA is not responsible for incidental or consequential damages. Some provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitations on the limited warranties, so these exclusions or limitations may not apply to you.

How to reach us if you need assistance

Contact your local IKEA store. You will find the address and phone number at [IKEA.ca](https://www.ikea.ca).

Save the receipt

It is your proof of purchase and required for the limited warranty to apply. If anything happens, or if you're not satisfied, just contact IKEA at [IKEA.ca](https://www.ikea.ca)

