

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

### **What does this guarantee cover?**

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.

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

This guarantee does not apply to mattress pads, JÖMNA mattress, SÄBÖVIK mattress, 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, the customer will choose between having the defective product repaired or replaced, unless one of the options is impossible or disproportionate. In case of repair, IKEA will pay the costs of repairs, spare parts, labour and travel for repair staff, that IKEA incurs. This does not apply to any repair work not authorized by IKEA. Replaced parts become the property of IKEA.

In case of replacement, 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. If neither the repair nor the replacement of the defective product is possible, the customer will choose between a price discount or the termination of the contract. Contract termination will not apply in case of minor defect.

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

This guarantee does not apply to products that have been stored, assembled or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or wrong 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 or in a humid environment. This guarantee does not cover consequential or incidental damage.

### **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**

Under current consumer protection law, customers benefit from a legal guarantee period, during which IKEA will be responsible for defective products, starting from the product's delivery date. For specific products, IKEA offers a voluntary additional guarantee (commercial guarantee). This commercial guarantee gives you specific legal rights, and is in addition to your statutory legal rights.

### **Need help?**

Contact us at [IKEA.es/contacta](https://www.ikea.es/contacta).

## **Save the receipt**

It is your proof of purchase and required for the guarantee to apply. If anything happens, please contact us.

