

Mattresses

guarantee

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Everyday life places high demands on mattresses and bed bases. IKEA mattresses and bed bases undergo rigorous testing to meet our strict standards for quality and durability, and the highest standards for home use. Therefore, we can offer a 10-year guarantee covering material and production defects in the IKEA mattresses and bed bases labelled with the symbol below. This guarantee is subject to the terms and conditions stated in this brochure.

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IKEA mattresses have a 10-year guarantee.

How long is this guarantee valid?

The guarantee on mattresses and slatted bases is valid for ten (10) years from the date of purchase. The mattress(es) must be in good condition and the original receipt or delivery note is required as proof of purchase.

What is covered under this guarantee?

The guarantee is only valid for the original purchaser of the product and only for domestic use. The guarantee covers material and production defects in the parts of IKEA mattresses and/or bed bases mentioned below:

- Wooden frame, slats, and elastics
- Foam core in foam mattresses.
- Fabric and stitching

Products not covered under this guarantee

All bed mattresses, the SÄBÖVIK continental bed, mattresses for sofa beds, as well as children's mattresses for cslatts, junior beds and mattresses for plant beds/extension beds.

What will IKEA do to correct the problem?

IKEA will examine the product and determine, at its discretion, whether it is covered by the guarantee. If so, IKEA, through its own service providers, will, at its sole discretion, either repair the defective product or replace it with a new identical or comparable product. If the product is covered by the guarantee, IKEA will pay the costs of repair, spare parts, repairman, labour and travel costs incurred by IKEA provided that the product is available for repair at no extra cost. This does not apply to repair work done without authorisation.

from IKEA. Replaced parts become the property of IKEA. If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement. IKEA will decide at its discretion, what will constitute an 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 with wrong cleaning methods or cleaning products.

The guarantee does not cover normal wear and tear, scratches or marks, or damage caused by impact or accident.

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 damages.

Our mattresses are tested

Strength and durability are tested by machines that simulate a 140kg person using and rolling around in the bed 50,000 times. A hard pressure is simultaneously applied to the mattress, measuring the effect on the elastic, frame, slatts and filling material. The design must meet the highest requirements to be authorised.

Care and cleaning

Complete the mattress with a mattress protector and a mattress pad. This makes the bed more hygienic and both are easy to remove and clean. Some IKEA mattresses and mattress pads have a washable cover. Read the label on the inside of the cover for more information. The mattress cover should always be washed with the zip closed. Vacuuming the mattress helps to keep dust and mites away. Use a furniture shampoo to remove stains. If your mattress is reversible, turn it over every three months or so. By flipping the mattress, you get even wear and tear and it

lasts longer. Don't fold the mattress. It can damage the elastic and materials inside. Even the best mattress becomes less comfortable over time and all mattresses collect dust and mites over the years, so we recommend changing your mattress every 8 to 10 years.

Before first use

At first, your new mattress may feel a little too hard. Allow a month for your body to get used to the mattress and for the mattress to mould itself to your body. To get the best comfort, you need the right pillow. Make sure you have a pillow that fits both you and your new mattress. Rolled up mattresses regain their shape after 3-4 days of use. All new materials have their own special scent, which gradually disappears. Airing and vacuuming the mattress helps to remove any odour.

How country, provincial and state law applies

This guarantee gives you specific legal rights and does not affect your statutory rights.

How to reach us if you need service

Contact your local IKEA store. You can find the address and telephone number at www.ikea.se

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 IKEA.se

