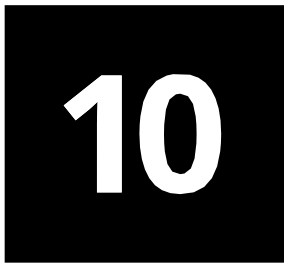


Mattresses

Warranty information



The mattresses have a
10-year 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 Warranty against defects in materials and workmanship that covers mattresses from IKEA. This Warranty is subject to the terms and conditions stated below.

How long is the warranty valid?

The 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. Warranty claim can be done once in 10 years.

What is covered under this Warranty?

This Warranty applies to domestic use only and covers defects in material and workmanship in all mattresses. The Warranty covers split seams, damaged springs, broken handles, broken mattress base and substantial sagging more than 1 inch. This Warranty is to the benefit of the original purchaser of the product. It is not transferable.

Mattress not covered under this Warranty:

This Warranty does not apply to mattress pads, sofa bed mattresses & children's mattresses. Customer are recommended to check if their Mattress are covered under this Warranty during purchase.

What will IKEA do to correct the problem?

IKEA will examine the mattress 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/ appropriate replacement. If it is covered by this Warranty, and It is decided by IKEA to repair the mattress through its service

operations, the costs of repairs, spare parts, labor and travel for the repair staff shall be borne by IKEA, 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 it is covered by this Warranty and has been decided by IKEA to replace the products and If the mattress is no longer sold by IKEA, IKEA will provide an appropriate replacement upto the purchase value paid for the mattress. It is IKEA that determines, at its sole discretion, what constitutes an appropriate replacement.

What is not covered under this Warranty?

1. This Warranty does not apply to or cover :

- mattress that have been stored or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned using the wrong cleaning methods or cleaning products.
- normal wear and tear, cuts or scratches, stains or damage caused by impacts or accidents.
- if the mattress has been placed outdoors or in a humid environment.
- consequential or incidental damage.
- Normal softening / sagging that is less than one (1) inch
- Fabric and foam staining, soiling, fluid penetration, tears, or burns
- Use of mattress on a bed base that was structurally not capable of handling the mattress
- Unauthorized service during the warranty period
- **is NOT valid if the original configuration of the mattress is changed.**
- Minor imperfections such as slight cosmetic flaws.
- Stains, tears, burns and discoloration that occur over time and/or are caused by the customer.
- Indentions, sagging or body indentions less than 2.54cm (1-inch) deep.
- Personal/medical/any other opinions or preferences regarding the softness, firmness or attributes of a mattress.
- Physical damage to a mattress caused by the customer.
- Allergies or sensitivities to fabrics or materials.
- Damage caused by animals, rodents, or children.
- Naturally occurring aromas from foam, cotton, or other materials.
- A normal increase in softness of the foam pressure-relieving material which does not affect the pressure-relieving qualities of the Mattress

2. The intended use of your mattress is for sleeping, resting, and laying on; any other use of this mattress shall be considered the misuse of the mattress and will void your Warranty.
3. Any mattresses purchased or acquired used, resold, gifted or anyway not in possession of the original owner. Any mattress purchased from a non-authorized reseller

This mattress Warranty shall apply post expiration of the Returns and Exchange period of 90 days. For Returns and exchange of mattress within 90 days please refer to term and conditions Here (mattress Refund and exchange policy)

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 an upholstery cleaner to remove stains.
- If your mattress is turnable (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.

How to reach us if you need assistance

Please contact our customer support center through Chat or on the toll-free number 1800 419 4532 or contact your local IKEA store. You will find the address at www.ikea.com.in

Save the receipt

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These terms and conditions are about the Warranty for Mattresses. We/our/us/IKEA in these terms refer to IKEA India Private Limited, having its registered office at Unit No. 421, DLF tower A, Jasola District Centre, New Delhi - 110 044.

