

Warranty Details



RECLINER CHAIRS AND LOUNGES

Our recliner chairs and lounges have a 3-year structural warranty* and are guaranteed up to a weight of 100kg (for each person).

Please note the warranty will be void if:

- The chair is disassembled by the customer and parts are damaged in the process or if it is reassembled incorrectly
- The person using the chair is above the recommended maximum weight (100kg)
- If the chair is damaged in transit, at any point after it has been delivered by our company (e.g. moving house)
- If the chair is subjected to rough treatment
- Our motorised chairs and lounges have a 2-year structural warranty* and are guaranteed up to a weight of 100kg. Please note the warranty will be void if the motor is tampered with, damaged by the customer or exposed to moisture

LATEX AND VISCO ELASTIC MATTRESSES

Our mattresses have either a 10-year structural warranty* (Italian mattresses) or 5-year structural warranty* (EBAC mattresses). They are guaranteed up to a weight of 100kg (for each person).

Please note the warranty will be void if:

- The mattress is not placed on the correct type of base e.g. if it is placed on a solid board, on the floor or on a slat base where the slats are spaced too far apart (see care instructions for correct spacing of slats)
- The person using the mattress is above the recommended maximum weight (100kg)
- If the mattress is damaged in transit, at any point after it has been delivered by our company (e.g. moving house)
- If the mattress is subjected to rough treatment
- The mattress has not been properly maintained – see Care Instructions
- The warranty does not include the removable covers

BED BASES

All our bed bases have a 3-year structural warranty* and are guaranteed up to a weight of 100kg (for each person).

Please note the warranty will be void if:

- The base is disassembled by the customer and parts are damaged in the process, or if it is reassembled incorrectly
- If the motor (electric adjustable beds) is tampered with, damaged by the customer or exposed to moisture
- The person using the base is above the recommended maximum weight (100kg)
- If the base is damaged in transit, at any point after it has been delivered by our company (e.g. moving house)
- If the base is subjected to rough treatment

BED SURROUNDS

All our bed surrounds have a 3-year structural warranty* and are guaranteed up to a weight of 100kg (for each person).

Please note the warranty will be void if:

- The bed surround is disassembled by the customer and parts are damaged in the process, or if it is reassembled incorrectly
- The person using the bed surround is above the recommended maximum weight (100kg each)
- If the bed surround is damaged in transit, at any point after it has been delivered by our company (e.g. moving house)
- If the bed surround is subjected to rough treatment

WALL BEDS

Our wall beds come with a 3-year structural warranty* and are guaranteed up to a weight of 100kg (for each person).

Please note the warranty will be void if:

- The wall bed has not been properly installed
- The wall bed has been used in an improper way or roughly treated

* All warranties are diminishing warranties. The value of a diminishing warranty depreciates by the proportion of the warranty term. For example, the maximum claim against a product that has a diminishing warranty of 10 years if claimed 3 years after the purchase date, will be 70% of the purchase price.

Open 7 days

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the comfort shop