

## FIRST 100 DAYS - If you are dissatisfied with your mattress for any reason within 100 days of purchase, you have 3 options

### 1. Replace for a cheaper mattress

We will refund the difference and you pay a \$70 transport fee

### 2. Upgrade your mattress

You pay the price difference, and we will upgrade your mattress.  
Transport fee for swapover \$70

### 3. Full refund

The mattress will be picked up within 10 days and you will receive the refund as soon as the mattress arrives back to our store. Transport fee for pickup is \$70

#### All Warranty and 100 Day Comfort Guarantee Conditions

1. The mattress may only be swapped once, if you are still dissatisfied with the second mattress we will happily refund your money
2. 100 Day Comfort Guarantee period does not restart if you decide to try another mattress
3. We require that you use the mattress for 2 weeks in order for your body to adapt to the new mattress, and for the mattress to contour to your body
4. Options are only available if you have used a mattress protector
5. If you are outside of 20km of Marrickville there will be a \$40 extra charge for transport costs
6. If you cannot help the driver with the mattress there will be another charge of \$40 for us to arrange 2 men to pick up the mattress
7. Warranty is only valid to the original mattress purchaser
8. If you have moved and now live further than 20km of the cbd, there will be a \$40 extra charge for transport cost
9. If you are outside of Sydney you will need to arrange your own transport
10. Bed bases are not included in the comfort guarantee

## AFTER 100 DAYS - Our warranty will cover you differently, depending on how long you have had it

### 1. If it fails within the first 2 years

We will pickup and replace your mattress within 2 weeks

### 2. After the first 2 years

You will receive a refund for the time that the mattress didn't last within the warranty period.

#### Mattress Refund Examples

Cooper - 5 Year warranty

3 years - 40% refund  
4 years - 20% refund

Sienna, Jasper - 10 year Warranty

3 years - 70% refund  
4 years - 60% refund  
5 years - 50% refund  
6 years - 40% refund  
7 years - 30% refund  
8 years - 20% refund  
9 years - 10% refund

#### What is Mattress failure?

##### Sagging Mattress

This is when the cell walls in the foam collapse to a point that the mattress changes shape. If there is a dip/sag on top of the mattress of more than 20mm then this is considered as a mattress failure and you can claim a refund upon photo evidence.

##### Spring issues

Any failure related to the springs, for example, springs that break through the material or broken springs inside the mattress. Spring issues are extremely rare.