

Mattresses

Free
25
Year
Guarantee



Everyday life at home puts high demands on mattresses and bed bases. IKEA mattresses and bed bases have been rigorously tested to comply with our strict standards for quality and durability, as well as to meet the highest standards for domestic applications. That means we can offer you a 25-year guarantee that covers mattresses and bed bases marked with the logo below against defects in materials and workmanship. This guarantee is subject to the terms and conditions stated in this booklet.





How long is the guarantee valid?

The guarantee for mattresses and bed components remains in force for twenty-five (25) years from the date of purchase, or, delivery date if later. The original purchase receipt, or email confirmation is required as proof of purchase.

What is covered under this guarantee?

This guarantee covers defects in material and workmanship in the following components of the mattresses and/or bed bases described above from the date of purchase from IKEA.

This guarantee applies to domestic use only.

- Wooden frame and springs in wooden base spring mattresses.
- Springs in spring mattresses.
- Foam core in foam mattresses.
- Wooden frame, slats and springs in bed bases.

Products not covered under this guarantee

This guarantee does not apply to: All mattress pads. JÖMNA mattress, sofa bed mattresses and childrens 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, 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. If it is covered by this guarantee, IKEA will pay the costs of repairs, spare parts, labour and travel for repair staff, that IKEA incur, provided that the product is accessible for repair without special expenditure. This does not apply to any repair work not authorised by IKEA. Replaced parts become the property of IKEA. If the product is no longer sold by IKEA, IKEA will provide an appropriate replacement at its sole discretion. An appropriate replacement constitutes a product of the same type in the same price range as the original. If you prefer to upgrade to a product of a higher specification you may request this but IKEA will then charge you the difference between the price of the like-for-like replacement and the requested replacement product.

What is not covered under this guarantee?

This guarantee does not apply to products that have been stored or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or 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.

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.

90 days exchange policy

It's important to us that you sleep well on your new mattress. Should you discover that it isn't completely to your satisfaction after allowing one month for your body to get used to the mattress – bring the mattress back and try out a new one. You have 90 days to sleep on it!

Care and cleaning

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 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 turnable 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 even if the mattresses have a 25-year guarantee, we still recommend that you change your mattress every 8-10 years.

General legal rights

This guarantee gives you specific legal rights and is provided to you in addition to the rights given to you by law. It does not in any way affect the rights given to you by law. Items excluded from this guarantee may still be covered by the rights given to you by law.

How to reach us if you need assistance

Visit your local IKEA store or contact us at [IKEA.com](https://www.ikea.com)
Scan the QR codes below for your country.



In the UK



In Ireland

Save the sales receipt*

It is your proof of purchase and required for the guarantee to apply.

* or email confirmation if ordered online.

If anything happens, or if you're not satisfied, just contact IKEA at IKEA.com

