

MATTRESS WARRANTY DETAILS

All Kew Mattresses are covered with 10 years warranty for the foam and springs, 2 year warranty for the Upholstery and Cover.

WARRANTY CLAIM PROCEDURE

In the event of any defect occurring, please make direct contact Kew Furniture Australia.

In certain circumstances a company representative may need to inspect the mattress prior to its return or repair.

WARRANTY EXCLUSIONS:

- Damage caused by misuse, neglect or accidents.
- Normal wear and tear, (including body impressions).
- Any mattresses that are in unsanitary condition (including soiled foam where a mattress has continued to be used where the cover has been torn allowing moisture to enter the foam core).
- Incorrect purchase choice by the purchaser.
- Damage resulting from the mattress being the incorrect size for the bed on which it has been used.
- Zipper or cover damage as a result of their being used as a handle to lift the weight of the mattress.
- Mattress side wall collapse where mattress users have used the side of the mattress as a prolonged sitting area.
- Cover damage caused by incorrectly used or selected cleaning chemicals.

Body impressions appear as indentations on the surface of any mattress and are generally considered normal, not a structural defect. Kew Furniture Australia reserves the right to determine whether body impressions qualify as a warranty defect or not. Generally a height loss of up to 25mm is considered normal.

Australian consumers should note that our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure.