

Mattresses

guarantee
information

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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 guarantee against defects in materials and workmanship that covers mattresses from IKEA. This guarantee is subject to the terms and conditions stated in this folder.

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The mattresses have a 10-year guarantee.

How long is the guarantee valid?

The guarantee for mattresses remains in force for ten (10) years and is valid from the date of purchase for the mattress product families listed in this document. The original purchase receipt is required as proof of purchase.

What is covered under this guarantee?

This guarantee applies to domestic use only and covers defects in material and workmanship in all mattresses. The guarantee covers split seams, damaged springs, broken handles and substantial sagging.

This guarantee is to the benefit of the original purchaser of the product. It is not transferable.

Products not covered under this guarantee:

This guarantee does not apply to mattress pads, sofa bed mattresses and children's mattresses.

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 using the 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.

This guarantee does not cover consequential or incidental damage.

General Terms

The IKEA warranty terms are in addition to the rights granted to consumers under the provisions of the Law on the Protection of Consumers ("Law"), the Regulation on Warranty Certificate ("Regulation") and the relevant legislation in force, and in no way affect consumers' rights arising from the Law and the Regulation. In this regard, IKEA warrants that consumer rights will be exercised within the time and in the manner specified in the Law and the Regulation, even if there is a provision to the contrary in the warranty conditions. Consumers may apply to the The Turkish Ministry of Trade, General Directorate of Consumer Protection and Market Oversight for any issues arising with relation to the guarantee certificate. Rules applicable to the enforcement of the guarantee conditions:

- 1)** IKEA extends the present guarantee, taking into account the natural wear and tear of products in time under normal use. The guarantee shall only be valid if the product is assembled in accordance with the assembly manual.
- 2)** Any breakdowns arising from use of the product that is in violation of the terms specified in the user manual, or occurring under extraordinary circumstances, or natural wear and tear or misuse, shall not be covered by the warranty.
- 3)** The warranty period shall be effective from the date of delivery of the goods on the sales receipt. The warranty certificate is located on the back of the sales receipt or information slip. The original copy of the guarantee certificate must be submitted to the relevant store or service station for the product to be repaired under guarantee. Copies or photocopies of the invoices and guarantee certificates issued for the product shall not serve as substitutes for the guarantee certificate.

4) If we need to replace a product that is under the terms of guarantee but is no longer part of IKEA's product range, we will replace it by an equivalent product to be determined by the IKEA store.

5) IKEA reserves the right to discontinue and/or resume the sale of all or part of the products sold at IKEA stores.

6) The bargain corner is the section where products with scratches, damages, superficial damages, display products, etc. that fall into the category of defective or used products are sold under the retail price. The products purchased from this section are excluded from the voluntary warranty and company return procedures.

7) You can utilize the guarantee by filing a written or personal application with IKEA Customer Services.

8) The guarantee conditions are set in accordance with the applicable Law, Regulations, and the useful life of the product. All you need to do to utilize the guarantee is to keep the original copy of the guarantee certificate provided on the back of the sales receipt or information slip, to observe the product maintenance advice, and to allow us to inspect the products you have purchased.

9) The warranty period for the products replaced under warranty is limited with the remaining warranty period of the originally purchased product.

Our mattresses are put to the test

To test strength and durability we use a machine that simulates the movements of a person weighing 140 kg rolling around in bed 50,000 times. A pressure gauge measures the effect on springs and fillings. The construction must hold up to the highest requirements.

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 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 turn able (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. Even the best mattresses become less comfortable with age, and all mattresses accumulate dust and mites over the years so we recommend that you change your mattress every 8–10 years.

90-day exchange policy

Your comfort is important. If, even after the one-month adjustment period, you are not fully satisfied with your mattress, simply return it and exchange it for a different model. You have a full 90 days to decide whether the mattress is right for you.

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.

Applicability of local laws:

This warranty gives you certain additional rights in addition to any local rights that you may have.

How to contact our repair services:

Contact the nearest IKEA store. Address and telephone details are available on our website www.IKEA.com.tr.

How to reach us if you need service

Contact your local IKEA store. You will find the address and phone number in the IKEA catalogue or at www.IKEA.com.tr

KEEP THE SALES RECEIPT!

All you need to do to utilize the guarantee is to keep the original copy of the guarantee certificate provided on the back of the sales receipt or information slip, to observe the product maintenance advice, and to allow us to inspect the products you have purchased.

If you encounter any problems or are not satisfied with a product, feel free to contact IKEA immediately at www.IKEA.com.tr.

