

# Terms and Conditions of 90 Night Comfort Guarantee

Most commonly we find that people adjust to their new mattress around 7 – 15 days. However for some it can take a little longer. Our recommendation is that you trial your mattress for at least 14 days before making a decision to exchange as there is only one opportunity to exchange your mattress. The option to exchange expires after 90 days and we require you to call or email us no later than the 15th night to discuss your concerns. You will also need to retain your original invoice as reference to the mattress details that you are returning and we will arrange for your mattress to be collected and your replacement to be delivered. The returned mattress must be in original condition to qualify for exchange. You must use a clean mattress protector from night one to ensure a hygienic environment for our pick up person. If you intend to return your mattress and collect the replacement yourself then you will need to keep the original packaging material to ensure that the mattress is not damaged during handling or transportation. The Comfort Guarantee is voided by a damaged or soiled mattress. We do not do refunds but for your peace of mind the exchange guarantee should place you with the correct mattress to be enjoyed for a long time.