Ausbeds product warranty

Mattresses, bed bases & bedding

This warranty is provided by: Ausbeds (trading name of Koopito Pty Ltd)
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Understanding your warranty

At Ausbeds, we design and manufacture our products using high-quality materials and craftsmanship. We stand behind our products and want you to enjoy restful sleep for years to come.

Much like tyres on a vehicle, mattresses and bedding products naturally wear over time through regular use. This wear is a normal part of a product's lifecycle and is not a defect. Our warranty is designed to protect you against manufacturing defects – problems that arise from how the product was made, not from how it has been used.

Normal wear and tear vs. manufacturing defects

Normal wear and tear includes gradual softening of comfort layers (including foam softening that does not affect pressure relief), minor body impressions that develop from regular use, and natural changes in the feel of the product over time. These are expected outcomes of using your mattress and are not covered by this warranty.

Manufacturing defects are flaws in materials or workmanship that cause the product to fail prematurely or not perform as designed.

Warranty coverage summary

Product	Warranty period
Mattresses	10 Years
Bed bases	10 Years
Bedding & pillows	1 Year

7-month comfort trial

We want you to love your new mattress. That's why we offer a 7-month comfort trial, giving you time to adjust to your new sleep surface and ensure it's right for you.

How it works

- Sleep on your new mattress for up to 7 months from the date of delivery.
- If you're not completely comfortable, you can request a component swap up to 2 times free of charge.

- Each additional component swap is charged at $50.
- Customer pays delivery costs for component swaps.
- If, after requesting component swaps during the trial period, you're still not satisfied, you may request a return and refund before the 7-month trial period ends. A $90 processing fee and a collection cost applies to comfort-related returns.
- The 7-month trial applies to mattresses purchased directly from Ausbeds and is designed to help you find your perfect comfort level through our modular system.
- **Returns and refunds are only available during the 7-month trial period.**

Please note: The comfort trial is separate from your warranty and your rights under Australian Consumer Law.

General warranty terms

This Ausbeds warranty:

- Begins on the date you receive your product and continues for the applicable warranty period.
- Applies only to products purchased directly from Ausbeds or authorised Ausbeds retailers.
- Covers the repair or replacement of products with manufacturing or material defects, at no cost to you, for the full duration of the warranty period.

Transferability: This warranty is personal to you, the original purchaser, and cannot be transferred.

Residency: This warranty applies while you are a resident in Australia.

Part 1: Mattress warranty

Our 10-year mattress warranty covers the repair or replacement of any Ausbeds mattress that has a manufacturing or material defect, at no cost to you, provided the mattress is used for its intended purpose and cared for correctly.

What is covered

- Visible sagging or indentation not caused by an improper foundation.
- Physical flaws in craftsmanship, causing foam or springs to split or crack.
- Manufacturing defects in the zipper assembly.
- Foam or latex layers deteriorating prematurely.
- Broken or damaged springs not caused by misuse or improper support.
- Stitching or seams that unravel due to manufacturing defects.
- Structural failure of the mattress core.

If a defect is covered under this warranty, we will repair or replace the affected component or product at no cost to you. Thanks to our modular design, in most cases, we can simply replace the affected component rather than the entire mattress.

What is not covered

- Normal wear and tear, including gradual softening of comfort layers.
- Normal foam softening that does not affect pressure relief.
- Minor body impressions that develop from regular use.
- Personal comfort preferences or changes in comfort preferences over time.
- Physical damage, including burns, cuts, stains, and liquid damage.

- Damage from mould, mildew, or excessive moisture.
- Damage from an improper bed frame or foundation (see *Bed base requirements for mattress warranty* below).
- Damage from improper handling, moving, or storage.
- Damage caused by misuse, including by pets, children, or third parties.
- Natural odours from foam materials.
- Products used for commercial purposes.
- Products purchased from unauthorised sellers.
- Consequential or incidental damage.

How we assess warranty claims

When assessing a claim, we consider the nature of the defect, the age of the product, and how the product has been used and cared for. Our assessment takes into account the reasonable expected lifespan of individual components. For example, comfort layers are expected to gradually soften over their lifespan, and this natural softening is not a defect. However, a comfort layer that has significantly deteriorated far sooner than would reasonably be expected under normal use may indicate a manufacturing defect.

We may request photographs, conduct an on-site inspection, or ask you to return the affected component so we can assess whether the issue is a manufacturing defect or the result of normal use, wear, or misuse.

Bed base requirements for mattress warranty

To maintain your mattress warranty, your mattress must be used on an appropriate support surface. A solid, flat foundation is best. If using a slatted base:

- Slat spacing must not exceed 15cm to provide adequate support.
- Slats must be rigid and not flex or bend under weight. Flexible or sprung slats that bow significantly are not suitable and may void the warranty if they cause mattress damage.
- Solid platform bases must be at least 15mm thick to prevent bowing.
- Adjustable bases are permitted, provided they support the mattress adequately.

Using a slatted base with slats spaced more than 15cm apart, or using flexible slats that bend under weight, will leave springs unsupported and may cause premature wear, sagging, or damage that is not covered by this warranty.

If you have a bed base that does not conform to these specifications, please contact us for advice.

Body-weight matched mattresses

Ausbeds mattresses are designed with specific comfort and support levels suited to different body weights. Purchasing and using a mattress that is significantly outside the recommended weight range for your body type may result in accelerated wear of latex comfort layers, premature sagging of or damage to the spring support system, and reduced mattress lifespan.

Using a mattress significantly outside its intended weight range (as specified at the time of purchase) may void the warranty for issues related to premature wear caused by the mismatch. If you are unsure which mattress is right for you, please contact our team for guidance.

Part 2: Bed base warranty

Our 10-year bed base warranty covers the repair or replacement of any Ausbeds bed base that has a manufacturing or material defect, at no cost to you, provided the bed base is used for its intended purpose and cared for correctly.

What is covered

- Structural failure of the bed frame or slat system due to manufacturing defects.
- Broken welds, joints, or fasteners resulting from faulty materials or workmanship.
- Permanent bowing of slats greater than 15mm when assembled correctly.
- Defects in materials that cause the base to be unable to support the mattress as designed.

What is not covered

- Normal wear and tear, including minor scratches and scuffs.
- Damage from incorrect assembly or disassembly by the customer.
- Damage from improper use, including exceeding weight limits.
- Damage from dragging or moving the base without proper support.
- Damage caused by misuse, including by pets, children, or third parties.
- Use of the bed base with a mattress that exceeds the recommended weight capacity.
- Cosmetic damage that does not affect function.
- Products used for commercial purposes.
- Products purchased from unauthorised sellers.
- Consequential or incidental damage.

Misuse and abuse

The warranty does not cover damage resulting from misuse or abuse of the product. Examples include, but are not limited to: jumping or bouncing on the bed, standing on the bed frame or slats, using the bed base for purposes other than supporting a mattress, dragging the base across floors without lifting, or exposing the base to excessive moisture or liquids.

Part 3: Bedding & pillow warranty

Our 1-year bedding and pillow warranty covers the repair or replacement of any Ausbeds bedding product or pillow that has a manufacturing or material defect, at no cost to you, provided the product is used for its intended purpose and cared for correctly.

What is covered

- Manufacturing defects in stitching, seams, or fabric.
- Zipper failures due to defective materials or workmanship.
- Structural failure of pillow cores or fill materials.
- Defects that cause the product to be unable to perform as designed.

What is not covered

- Normal wear and tear, including gradual flattening of pillows.

- Stains, soiling, or odours from use.
- Damage from improper washing or care.
- Changes in comfort preferences over time.
- Natural characteristics of materials, including the shedding of fibres.
- Damage from pets, children, or third parties.
- Products used for commercial purposes.
- Products purchased from unauthorised sellers.
- Consequential or incidental damage.

How to make a warranty claim

If you believe your Ausbeds product has a manufacturing defect covered by this warranty, please contact us. We're here to help and will make it easy. Simply tell us the problem, and we'll sort it out. We may visit your home to assess and fix issues on-site.

Phone: 02 8999 3333
Email: sales@ausbeds.com.au

To help us assess your claim, please provide:

- Your proof of purchase (receipt or order number).
- A description of the defect.
- Clear photographs showing the defect.
- Clear photographs of the product.

What happens next

Ausbeds will review your claim and respond as promptly as possible.

For manufacturing defects covered by this warranty, we will, at no cost to you, repair the defect or replace the affected component or product. If the product is discontinued, we may offer a comparable alternative.

For a major failure (as defined under the Australian Consumer Law), you are entitled to choose between a refund and a replacement. A failure is considered major if a reasonable consumer, fully aware of the nature and extent of the failure, would not have purchased the goods, or if the goods are substantially unfit for their common purpose and cannot easily and quickly be remedied, or if two or more minor failures together would have stopped a reasonable consumer from purchasing the goods. For modular mattress components, where components can be quickly and easily replaced to restore the mattress to working order, most individual component failures will constitute minor failures for which we can offer a replacement of the component.

For a minor failure, we will repair or replace the affected component within a reasonable time.

Who bears the cost of claiming: If your claim is valid, Ausbeds will bear all costs of the remedy, including the cost of collecting and returning the product or component if it cannot be easily returned by you. If a product is found not to have a defect, you may need to pay a $90 processing fee and collection costs.

This warranty applies from the date you receive your product and does not restart from the date of any replacement or repair. Any replacement or repaired product will receive the benefit of the remainder of the original warranty period.

Your rights under the Australian Consumer Law

The benefits provided under this Ausbeds warranty are in addition to the rights and remedies available to consumers under the Australian Consumer Law.

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 other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Nothing in this document is intended to exclude, restrict, or modify any rights you have under the Australian Consumer Law or any other applicable law.

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