

Cottonsafe® Natural Mattress – Product Guarantee & Warranty

1. Scope

This guarantee and warranty applies to the following products:

Adult Bed Mattresses

It does **not** apply to: Children's Mattresses, Futon Mattresses, Futomats, Toppers, Bedding, Beds/Headboards, Sofas, or items sold as Clearance.

2. Guarantee Period

- **Standard Manufacturers Guarantee:** 1 year from the date of delivery
- **Extended Manufacturers Warranty:** 10 years from the date of delivery
- Guarantee applies only to the original purchaser for domestic use and cannot be transferred

3. Proof of Purchase

A valid receipt or order confirmation email is required as proof of purchase. Completed warranty registration may also be required within a specified period.

4. What the Guarantee Covers

During the guarantee period, Cottonsafe® Natural Mattress guarantees that the product will:

- Be of satisfactory quality
- Be fit for its intended purpose
- Be free from defects in materials or workmanship
- Comply with all applicable statutory and regulatory requirements

Covered items include:

- Defective workmanship and materials
- Sewing faults and fabric flaws
- Faulty handles and tufts

5. What is Not Covered

The guarantee does **not** cover:

- Normal wear and tear or cosmetic damage
- Misuse, neglect, or improper care
- Accidental damage including spills and stains
- Damage from aggressive cleaning

- Sun damage or moisture damage
- Natural dipping of up to 2.5cm in natural fibres (settling is normal)
- Exposure to inappropriate environments (e.g., outdoor, humid, wet)
- Consequential or incidental damages
- Modifications or repairs not authorised by Cottonsafe® Natural Mattress

6. Extended Warranty

Beyond the initial guarantee period, Cottonsafe® Natural Mattress will repair or replace defective items subject to:

- Adherence to care and usage instructions
- Pro-rata contribution charges based on product age and current value

Pro-Rata Contribution Schedule:

Time Since Purchase Customer Contribution Company Contribution

1–2 years	30%	70%
2–3 years	50%	50%
3–4 years	60%	40%
4–5 years	70%	30%
5–6 years	75%	25%
6–7 years	80%	20%
7–8 years	85%	15%
8–9 years	90%	10%
9–10 years	95%	5%

7. Making a Claim

To make a warranty claim:

1. Contact Cottonsafe® Natural Mattress at:
Unit 15 Woodbury Business Park, Woodbury, Exeter, Devon, EX5 1AY
or sales@cottonsafenaturalmattress.co.uk
2. Provide:
 - Full details of the defect
 - Photograph of the defect
 - Proof of purchase
3. Cottonsafe® Natural Mattress will assess the claim and decide whether repair or replacement will be offered.
4. Any applicable pro-rata contribution must be paid before repair or replacement is carried out.

8. Important Notes

- All sizes, weights, or specifications are approximate
- Settling or breaking-in of product materials is normal and not considered a defect
- Warranty may be refused if the product is unhygienic, misused, or improperly maintained
- Repairs may use equivalent materials if original materials are unavailable

9. Legal

- This warranty is governed by English Law
- Nothing in this warranty affects your statutory rights

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