

THE MATTRESS

tasmanECO

Warranty Details

We offer a 12 year warranty on our adult mattresses.

Below are some general points to note regarding the validity of the warranty for your adult mattress;

- Where the product is used for its expected purpose and within its intended course of life we will cover for manufacturing and product defects
- The warranty begins from the date of purchase
- The warranty is only valid for Australia
- The warranty cannot be transferred to another individual. If you are buying the mattress for someone please let us know at the time of purchase so we can note their name
- The mattress is being used on a solid surface. Flexi slats, sprung slats, posture slats etc will be considered as an incorrect bed base and void the warranty.

Below are some examples of what is covered by the warranty;

- The mattress is shorter than the advertised size by more than 50mm
- The mattress has not decompressed to its regular size after 2 months of normal use
- The mattress sags more than 40mm when no weight is applied

The warranty DOES NOT cover;

- Normal wear and tear, such as piling fading or stains
- Slight variations in size or colour which do not affect the bed
- Odour - please note packaging has an odour which will naturally dissipate within a couple of weeks. None of the processes we use have any harmful chemicals.
- Damaging the mattress when opening it, due to not following the instructions
- Commercial use of our mattresses (AirBnBs etc)
- The mattress softening over time. This is natural as it adjusts to your body, as long as the mattress isn't sagging more than 40mm with no weight applied it is considered normal

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120 Night Trial

You have a 120 night trial that comes with your Tasman Eco adult mattress.

Simply try and test it for 120 days. If you are not happy with your adult mattress, simply get in contact with our team and we can assist you in arranging a full refund.

Email our team at this email; services@tasmaneco.com.au

Delivery fees are non-refundable.

To be eligible for a return for your adult mattress under our 120 day trial you must be a paying customer, with proof of purchase that you have purchased a new product from us or one of our approved retailers. You are required to have lived with your Tasman Eco adult mattress for 30 days before you can initiate the return. A lot of the time, our adult mattress will take some time to adjust and work for you, which is why we ask you to trial our products for at least 30 days.

As part of the trial and returns process, we could also give you some recommendations to improve your mattress experience. It is ideal and we ask that you consider these recommendations in the interest of giving the product the best opportunity in working for you.

As a customer, you will only be eligible for a return under our 120 day trial if your Tasman Eco adult mattress is kept in good condition and considered 'as new'. This means no rips, tears or marks, dents. Original packaging must be kept for all products. Products must be used for their intended use, damage caused by misuse will result in a void of the 120 day trial.

Only the Tasman Eco adult mattress is eligible for the 120 day trial, and each household is entitled to one return per adult mattress.

At Tasman Eco's discretion, Tasman Eco may make an exception to the above, pending each customer case.

Proof of condition via photos may be requested by Tasman Eco.