

SHAKESPEARE BEDS AND KOZEE SLEEP BEDS WARRANTY TERMS

Warranty terms

Our pocket mattresses are covered by a 1-year guarantee and an additional 4-year warranty for any manufacturing faults. This covers a 5-year period in total.

If a fault develops within a 12-month period please refer to our returns policy.

After 12 months the mattress will fall into the warranty category. In the event of a manufacturing fault.

All faults must be reported to the company, proof of purchase and proof of fault must be provided in the form of photographs or a survey report.

We reserve the right to arrange an inspection of the mattress after proof of manufacturing fault has been provided.

Any soiling or deliberate damage to the mattress will void any guarantee or warranty

If a mattress is deemed to have a manufacturing fault under the warranty period we will arrange a replacement subject to a charge, this can be discussed with a team member.

No warranty items will be collected by us as a company