



TCS 5 Year Mattress and Base Warranty

This 5 year warranty is between TCS and the retailer, the retailer may choose to pass on the benefits of this warranty with the consumer but the warranty relationship is with the retailer and not the consumer.

In the unlikely event of a defect in material or workmanship occurring within the guarantee period, TCS will arrange to repair or replace the item free of charge.

Where an item can be repaired we will always follow that option. The guarantee will continue from the original date of purchase.

Your TCS 5 year Mattress and Base warranty is broken down below.

In year 1 you get 100% cover. What this means is that if anything happens and you have followed the care guide we will make any repairs or replacement free of charge.

If a complaint arises in year 2 you will need to make a contribution of 20% if a replacement needs to be made.

YEAR	MATTRESS WARRANTY COVER
1	100%
2	80%
3	60%
4	40%
5	20%

WARRANTY CONDITIONS

Under the law, the Contract of Sale exists between TCS and the retailer/store. Consequently, the retailer is the only party who can make use of this warranty, please contact us giving proof of purchase and outlining the nature of your complaint. If the below warranty conditions have been satisfied, we will progress your claim

- The mattress must be turned regularly, as per the Care Instructions, thereby minimising the settlement of the cushioning layers.
- We are unable to accept items that are soiled or unhygienic. Therefore, please ensure that you use a mattress protector/ cover from the first day of use.
- The guarantee is void if a fault results from misuse of the product

Examples of misuse would include (but are not limited to):

- Use without bed linen.
- Subjecting the product to excessive wear and tear e.g. jumping up and down on the bed.
- Using a mattress on an old or unsuitable base, or a base for which it was not designed Rolling or bending the mattress

Wherever possible, replacement product will be like for like. However, in the event a particular material or style is no longer available, we reserve the right to substitute appropriately as per our current range.



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SETTLEMENT OF MATTRESS FILLING

Settlement of fillings is normal in handmade mattresses and is not a manufacturing fault. The fillings within our mattresses are designed to mould to the shape of your body over the first few weeks of use, enhancing the comfort and support the mattress provides.

Regular turning of the mattress is required to enable the fillings to settle evenly. We recommend that the mattress is turned every 4 weeks.

