



30 Night Comfort Exchange Guarantee

The Mattress Works 30 Night Comfort Exchange Guarantee provides customers with peace of mind when purchasing a new mattress. Where a customer is dissatisfied with the comfort level of their new mattress they can exchange it.

We will always do our very best to provide advice on the best mattress for your body. Your new mattress is not a solution for spinal problems and occasionally a new mattress that is more supportive than your previous one will make you more aware of problems and cause some temporary discomfort.

Terms and Conditions

The following conditions apply:

1. The guarantee is limited to one exchange per purchase.
2. The mattress needs to be slept on for a minimum of 14 nights (to allow your body to adjust to the new mattress) and a maximum of 30 nights from the date the mattress was delivered.
3. A mattress that is damaged or soiled in any way, will be exempt from the 30 Night comfort exchange guarantee.
4. An exchange will only be accepted if a Protect-A-Bed mattress protector is purchased with the mattress.
5. No refund will be given if the replacement mattress is of lesser value than the original mattress purchase price.
6. If exchanging for a mattress that is at a higher price than the original purchased mattress, the customer is to pay the difference. Prices are based on the recommended retail price of the mattress.
7. A delivery and pick-up fee will be charged to customers for the comfort exchange service. This will be paid by the customer directly to the delivery company.
8. No refunds will be provided on mattresses.
9. This policy does not apply to pillows, custom made orders or sales of floor stock mattresses. Custom made orders include mattresses made to non-standard sizes and zipped mattresses.
10. The Owner or Manager of Mattress Works shall have absolute discretion as to the application of these terms and conditions.