



bed warranty

A 12-month warranty against manufacturing defects applies to all beds sold on our website and in our retail stores. For our signature collections, we provide the following extended cover:

Nest: Standard 1-year warranty

Casa: 2-year warranty

Moda: 5-year warranty

Warranty Terms

All beds purchased from Furniture Outlet are covered by a warranty against manufacturing faults for the periods stated above, starting from the date of delivery or, if collected from a store, the date of collection. Our warranties remain valid only as

long as the items stay in the property we originally delivered them to or the residential address provided at the time of purchase.

What is Covered

This warranty applies to genuine manufacturing defects only. It excludes issues that arise from normal wear and tear, misuse, improper care, or accidental damage.

Technical Inspections

To assess a potential manufacturing fault within the warranty period, Furniture Outlet may arrange an inspection by an independent technician. A debit/credit card pre-authorisation will be completed to secure this service; this does not take

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payment from your account and simply places a temporary hold on funds. The outcome of any charge will depend on the technician's findings:

- **If a manufacturing fault is confirmed:** No payment will be taken and the pre-authorisation will be released by your bank.
- **If the issue is found to be caused by anything other than a manufacturing fault** (such as accidental damage, misuse, improper care, or normal wear and tear), the pre-authorisation will be converted into a payment to cover the cost of the technician's call-out and report - The current charge is £69.00.

Our Resolution

Once a manufacturing fault has been verified, we will, at our sole discretion, supply the appropriate replacement parts, provide a repair by a qualified technician appointed by us, or exchange the item for a new one. Furniture Outlet reserves the right to undertake the least cost option to itself. This may involve rectifying the problem, arranging for the unsatisfactory component to be replaced, or refunding part of the original purchase price. If goods are exchanged or a total refund is given, the goods that are deemed faulty revert to the ownership of Furniture Outlet.

What the Warranty Does Not Cover

- Normal wear and tear, including but not limited to: staining, abrasion, accidental damage, paint chips or scratches.
- Bed Slats: Broken slats are generally considered the result of accidental damage or misuse and are excluded from this warranty, unless the fault is specifically found within the side rail mounting or the original manufacturing of the slat material.
- Damage arising from natural changes to timber or exposure to adverse environmental conditions – sunlight, adverse moisture, or extreme heat.
- Damage to surfaces caused by water contamination, from contact chemicals, cosmetics, or generally unsuitable products.
- Incorrect Assembly: Any damage or structural failure resulting from the incorrect assembly of the product is not covered. Failure to follow the manufacturer's assembly, installation, or operating instructions will void this warranty.

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- Accidental or deliberate misuse and failure to maintain the furniture.
- Commercial use (domestic use only).
- Non-authorized repairs and changes. This will void the warranty. Contact us to discuss options prior to third-party or self-alterations.
- Ex-display models and any items sold as “graded”, “damaged”, or “clearance”.

General Requirements

The guarantee is non-transferable and valid from the date of the original purchase only. It is void if the products are not at the address provided on the original invoice. Transferring the product to another address or shipping it overseas will void the warranty. The amount of any claim shall be limited to the original purchase price paid.

How to Make a Claim

Proof of purchase is the responsibility of the purchaser. For items bought in person, please contact the store you purchased from. For online orders only, please email warranty@furnitureoutletstores.co.uk with details of the issue, including photographs or videos, your proof of purchase, full address, and a contact telephone number. Your statutory rights as a consumer are not affected.

*Peace of mind,
guaranteed.*