

Mattress warranty

A 12-month warranty against manufacturing defects applies to all mattresses 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

Highgrove (Claremont, Astoria, Oakley): 5-year warranty

Highgrove (All other models):
Standard 1-year warranty

Warranty Terms

All mattresses 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.

Read on...

A card pre-authorisation will be completed to secure this service; this does not take 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.
- 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.

Our Resolution

Once a manufacturing fault has been verified, we will, at our sole discretion, provide a repair by a qualified technician appointed by us, provide an exchange, or refund part of the original purchase price. Furniture Outlet reserves the right to undertake the least cost option to itself. 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, accidental damage, and natural settlement of fillings.
- Damage arising from exposure to adverse environmental conditions – sunlight, adverse moisture, or extreme heat.
- Instruction Adherence: Failure to follow the manufacturer's unboxing, setup, or rotation instructions will void this warranty.
- Damage caused by use with an unsuitable bed base.

Read on...

- Accidental or deliberate misuse and failure to maintain the mattress.
- Commercial use (domestic use only).
- Non-authorized repairs and changes.
- 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.

Constant referral to our [Mattress Care Guide](#) is required to maintain this warranty.

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.*

Furniture Outlet is a trading name of Essex Furniture Outlets Limited

Company Registration Number: 08980266 | VAT Registration Number: 186593948

Document Reference: Warranty_v1_Mar2026. This document replaces all previous versions and applies to purchases made from this date onwards.