

Koala Mattress Warranty

At Koala, we design our products with a focus on you, using only high-quality components and materials that align with our core values. That's why, if something does go wrong, we've got you covered with our Koala Mattress Warranty.

Like all products in Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Our **10 year Koala Mattress Warranty** starts from when you receive the product and is non transferrable (applicable to the original purchaser only) when purchased directly from Koala, and the product is in Australia. Be confident in knowing that we'll be quick to repair or replace any defects in material or workmanship as set out below.

What is covered under our Koala Mattress Warranty:

- Deterioration causing the mattress to have a visible indentation greater than 25 mm that is not associated with the below Koala Mattress Warranty exclusions
- Severe softening of the mattress in a one or multiple places, or across the entire mattress, not associated with the below Koala Mattress Warranty exclusions
- Any physical flaw in the mattress that causes it to split, crack or otherwise delaminate under normal use
- Any manufacturing defect in the general assembly of the mattress, mattress cover, and zipper

Unfortunately, the following is excluded from our Koala Mattress Warranty:

- Change in comfort preference
- Normal wear and tear, including pilling, fading, stains and discolouration, body signatures less than 25 mm, and softening in the mattress that does not affect the mattress performance
- Wear and tear caused through the use of an improper or unsupportive mattress foundation or adjustable bed base
- Damage caused by improper use, cleaning, maintenance, treatment, storage, transportation or are otherwise caused by your acts and / or admissions
- Damage caused by alterations or modifications, tampering, cutting, or where the product is used in an abnormal manner and not for its intended purpose
- Defects in products sold “as is” or which we brought to your attention when you purchased the product
- Products used for commercial purposes

How to make a claim:

If you believe that your product is defective, please visit our [help section](#) and complete the product warranty form so we can look into it straight away. If you get stuck, you can also email us on support@koala.com or give us a call on 1800 575 337.