

Koala Manchester 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 Manchester 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 **Koala Manchester 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. It applies to the following products we sell:

- Pillows for a period of 5 years
- Duvets, sheets, pillowcases and similar for a period of 1 year

What is covered under our Koala Manchester Warranty:

- Severe softening or deterioration of the pillow core, not associated with the below Koala Manchester Warranty exclusions
- Any other physical flaw or manufacturing defect in the material or workmanship of the product, when used normally for its intended purposes

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

- Change in comfort preference
- Normal wear and tear, including pilling, fading, stains and discolouration, and softening in the product that does not affect performance
- 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 “refurbished” 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.