

10 Year Koala Warranty Mattresses

At Koala, we design our products with a focus on you, using only high-quality components and materials that align with our values allowing you to focus on the fun stuff, like relaxing! That's why, if something does go wrong, we've got you covered with the Koala Warranty.

Our 10 Year Koala Warranty covers any physical damage, flaws, major blemishes, or manufacturing defects in both materials and workmanship when our mattress is used in the usual course and for its intended purpose. The Koala warranty begins on the date that you receive your product. The Koala warranty is personal to you, the purchaser, and cannot be transferred to anyone else. The Koala warranty can only be provided by Koala directly to you and is only applicable while you are resident in Australia.

Unfortunately, the following matters are not covered by the Koala Warranty:

- Normal wear and tear, including minor pilling, fading, stains and discolouration, and softening of the product that does not affect performance
- Minor changes or settling to foams or cushioning layers that may cause visible or unseen indentations of less than 25 mm
- Slight variations in colours, small knots or spotty inclusions, minor gaps in plywood edges or other imperfections in natural materials used (for example, solid timber and timber veneers)
- Damage caused by improper use, cleaning, maintenance, treatment, storage or otherwise caused by your acts or omissions
- Damage caused by alterations or modifications made to the product or where the product is used in an abnormal manner and/or not for its intended purpose
- Any Defects in products which we brought to your attention when you purchased the product
- Products used for commercial purposes

How to make a claim:

Please give us a call on 1800 575 337 or drop us an email via support@koala.com so we can help get any issue sorted!

Consumer Guarantees

The benefits provided under the Koala warranty are in addition to the rights and remedies of a consumer under the Australian Consumer Law.

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.