

Tuft & Needle Trial & Warranty

Thank you for your purchase of a new Tuft & Needle mattress. We hold ourselves to high standards in quality materials and craftsmanship. But if you discover a defect in your Tuft & Needle, simply review our Warranty below and, if you believe that you are entitled to take advantage of its terms, please contact us at support@tuftandneedle.com for instructions on how to do so.

Limited Warranty

Who and what does this Warranty cover?

We stand behind our mattresses and offer the following Limited Warranty (the “Warranty”) to prove it. The terms of our Warranty are as follows:

This Warranty is not transferable and covers you only if you (a) are the original purchaser and current owner of the Tuft & Needle mattress (the “Product”) for which you are seeking recourse under the Warranty and (b) purchased it directly from Tuft & Needle or from an authorized Tuft & Needle dealer.

This Warranty is limited to material defects caused by Tuft & Needle’s use of defective materials or workmanship in the Product you have purchased.

Specifically, this Warranty covers the following defects, assuming they arise or appear in circumstances in which you have been using the Product only for its intended purpose and have not subjected it to other than normal wear and proper handling:

1. A visible indentation or sag greater than three-quarters (3/4) of an inch in the foam material. This refers to an indentation that is visible when no weight is applied to the top of the Product. Please note that “normal wear” assumes and requires that your mattress is continuously supported by a proper foundation sufficient to support the distributed weight of your body and the mattress itself.
2. Any physical flaw in the foam material that causes it to split or crack.
3. Any manufacturing defect in the mattress cover such as the fabric tearing or stitching unraveling.

What will Tuft & Needle do?

We will repair or replace the Product or its material components (e.g., the mattress cover). In the case of a manufacturing defect in the mattress cover, we may elect to repair or replace the mattress cover, rather than replace the entire mattress, and we reserve sole and complete discretion over that election. In the event we elect to replace the mattress cover, we’ll replace it with the current style of cover available, which may be of a different color or material than the original, defective cover.

Any repair or replacement will not extend the original period of limited warranty, nor will it constitute the beginning of a new limited warranty period.

How long does the Warranty coverage last?

This Warranty for your new Tuft & Needle mattress lasts for ten (10) years from the date of purchase. We don't pro-rate the terms (i.e. we don't reduce the total amount as time goes on).

What is not covered by this Warranty?

We don't cover changes to your mattress that are caused by or the result of normal wear and tear. Also, of course, we don't cover changes caused by or resulting from circumstances or uses that go beyond the intended use of a mattress—namely, reclining and sleeping. For example, don't take your Tuft & Needle for a ride down the river.

Every Tuft & Needle mattress is crafted individually, one at a time. As such, some degree of individualization of the finished Product is an inherent part of that Product and to be expected. Imperfections that do not prevent ordinary use and enjoyment of the Product are not considered to be defects. For example, surfaces may not be perfectly even, and corners may not be perfectly shaped or symmetrical. These are not considered to be defects for which you can seek a remedy under this Warranty.

Tuft & Needle mattresses are designed to work on a firm, solid-surface, on a bed base (e.g., a frame or platform) that is structurally capable of supporting the weight of the mattress and user upon it. This Warranty does not cover your Product if you use it in a manner incompatible with that intended design.

More specifically, this Warranty excludes: (a) minor imperfections and slight cosmetic flaws; (b) normal wear and tear; (c) tears, stains, soiling, burns, and discoloration that occur over time; (d) dampness or mold; (e) individual or personalized preferences relating to firmness, texture, comfort, etc. ; (f) normal body impressions not greater than 3/4" in the mattress as measured below the quilt level – in other words, settling of the fiber in the quilt is to be expected and is not considered a defect); (g) individual or personalized allergies and sensitivities; (h) naturally occurring cotton or foam aromas.

In addition, this Warranty does not cover conditions resulting from abusive handling, misuse, or neglect. Accordingly, the following circumstances, if discovered upon inspection, will void your Warranty: (a) any unsanitary condition; (b) burns; (c) use of the Product on an improper bed frame; (d) physically abusing the Product; (e) attempting to clean the Product in an inappropriate manner; and (f) improper storage of the Product (including storage in damp locations, areas infested with insects or rodents, or any other unprotected storage areas); (g) purchase from resellers who are not authorized retailers.

Your rights under state law.

Some states do not allow the exclusion or limitation of incidental or consequential damages in connection with the sale of consumer products, so the above limitation or exclusion of incidental or consequential damages may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

Other terms and conditions.

Tuft & Needle makes no medical or health claims regarding its mattresses. Allergies, discomfort, or other conditions, are not covered under this Warranty. Any questions or concerns regarding medical or health conditions should be addressed by a licensed physician.

How to make a claim under this warranty.

To make a claim under this Warranty, send: 1) a brief written description (and photo if possible) of the problem; 2) proof of purchase (such as your order number or an original dated sales receipt) to Tuft & Needle at support@tuftandneedle.com.

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Website: <https://www.tuftandneedle.com>

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.