

Tuft & Needle warrants any damages in the cover due to defects in materials and workmanship when used normally for a period of 10 years from the date of original purchase. Shoot us an email or give us a call if you have any concerns.

What if the foam forms irregular indentations and is getting body impressions?

This is unlikely to happen for at least 7-10 years. We consider increased softness such as body impressions or permanent indentations to fall under our 10 year warranty. If you observe a visible indentation greater than 3/4 of an inch (about the length of your thumb, from tip to knuckle) please let our team know so that we can help you replace the mattress.

Why do you only offer a 10 year warranty when other companies offer 20 years?

Warranties that are more than 10 years are generally prorated, which means for every year you own it, you would receive less and less credit. The reality is, other companies make it extremely difficult to prove damage and redeem the warranty.

We help honor our customers loyalty by acting in good faith, and that means transparency, honesty, and accuracy in our pricing, and in our warranties. Send us some photographs, we'll help diagnose the issue, and we'd be happy to send a replacement per our warranty.

How do I make use of the warranty if I think my Tuft & Needle Mattress might be defective?

Your Tuft & Needle Mattress is covered by warranty for 10 years against defects, and you can find the warranty here:

<https://www.tuftandneedle.com/about/warranty>.

If you discover a defect in your Tuft & Needle, just email us support@tuftandneedle.com or give us a call at (877)842-2586 to let us know what's going on, and we'll go from there. A couple pictures may help illustrate your concern, so please include those when possible.

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.
