

120-Day Comfort Guarantee, Exchanges & Returns

Current policy - purchases made on or after September 6, 2026

Policy version: EVR-POL-CGR-2026-01

Effective for purchases made on or after September 6, 2026

We want your Evrbed to feel right over the long term. Because Evrbed is modular, we can often adjust the latex comfort components rather than replacing the entire mattress.

Policy at a Glance	
120-Day Comfort Guarantee	120 days from the date the customer receives the mattress.
Comfort adjustment	Normally after 14 nights; one complimentary comfort-adjustment event.
Full mattress return	Normally after 30 nights and within 120 days; 15% return fee.

1. When the 120 Days Begin

The 120-Day Comfort Guarantee begins on the date you receive your mattress. For customer pickup orders, it begins on the pickup date.

Give Your Body Time to Adjust

We normally recommend sleeping on the original configuration for at least 14 nights before making a comfort adjustment. If there is an obvious configuration problem, contact us sooner and Evrbed may recommend an earlier change.

2. One Complimentary Comfort-Adjustment Event

Each eligible mattress includes one complimentary comfort-adjustment event during the 120-day period. Evrbed will work with you to determine which replaceable latex comfort component or components should be changed.

More than one latex component may be included in the same complimentary adjustment when reasonably needed to correct the mattress configuration, including adjustments to both sides of a dual-comfort mattress.

The complimentary adjustment applies to replaceable latex comfort components. It does not include the spring unit, quilted cover, foundations, adjustable bases, or unrelated accessories.

Additional Comfort Adjustments

Additional comfort adjustments are permitted during the 120-day period. After the first complimentary adjustment, charges may apply for replacement components and/or transportation. Evrbed will explain any applicable charge before proceeding.

Returning Exchanged Components

When Evrbed supplies a replacement comfort component, the original component may need to be returned. We will provide instructions when a return is required. Returned components may be inspected, recycled, repurposed, or otherwise handled responsibly where appropriate.

3. Full Mattress Returns

If comfort adjustments do not solve the problem, an eligible mattress may be returned during the 120-Day Comfort Guarantee.

Normal Minimum Trial Period

We normally ask customers to sleep on the mattress for at least 30 nights before requesting a full return so there is time for the body to adjust and for Evrbed to help with the comfort configuration. Evrbed may approve an earlier return where appropriate.

15% Return Fee

Approved mattress returns are subject to a 15% return fee. The fee is calculated on the mattress purchase price actually paid before tax, excluding unrelated accessories and delivery charges. The fee helps offset costs associated with handling, inspection, transportation, and responsible disposition of returned products.

Return Transportation

Within Evrbed's regular White Glove Delivery service areas, standard return pickup is included in the 15% return fee. Additional transportation charges may apply outside those areas, in remote locations, or where unusual pickup arrangements create materially greater costs. Any additional charge will be explained before the return is arranged.

Refunds

Refunds are normally processed after the returned mattress has been collected or received and its condition has been confirmed. Refunds will generally be issued to the original payment method where practical. Bank or card-processing times may vary after Evrbed issues the refund.

Promotions and Bundles

For a complete mattress return, the 15% fee is based on the actual mattress price paid, not the regular retail price. If only part of a promotional bundle is returned, Evrbed may recalculate the price of retained items based on the pricing that would have applied without the returned item. Any adjustment will be explained when the return is processed.

4. Product Condition and Eligibility

Clean and Sanitary Condition

Products being returned or exchanged must be in reasonably clean and sanitary condition. Evrbed may refuse a comfort return or exchange when a product is affected by a condition that creates a reasonable hygiene or safety concern.

- significant stains or bodily fluids
- strong or persistent odours
- infestation
- burns
- cuts or tears
- liquid damage
- abuse or intentional damage
- other conditions creating a reasonable hygiene or safety concern

A minor unrelated mark or cosmetic issue will not automatically eliminate coverage for an otherwise legitimate product defect.

5. Product Care

Mattress Protectors

We strongly recommend using a suitable mattress protector. Purchasing an Evrbed-branded mattress protector is not required to maintain comfort-guarantee or warranty eligibility.

Foundation and Support

The mattress must be used on a structurally sound foundation, platform, or bed frame that provides adequate support. Larger mattress sizes should have appropriate centre support where required. Damage caused by an inadequate, broken, or unsuitable support system may be excluded where the support problem caused or contributed to the claimed damage.

Customer-Caused Damage

The Comfort Guarantee does not cover damage caused by improper handling, abuse, or external causes such as excessive bending or folding, cuts, punctures, burns, liquid damage, pet damage, infestation, or other accidental or intentional damage.

6. How to Request Help

Email Service@evrbed.com and provide your name, order information if available, and a description of what you are experiencing. Photos or other information may be requested where reasonably needed.

Evrbed may provide additional assistance or make reasonable customer-service exceptions where appropriate. Providing additional assistance in one situation does not automatically change this policy for other customers or purchases.

Consumer Rights

This policy is in addition to any rights or remedies available under applicable consumer-protection laws.