

Evrbed Component-Specific Limited Warranty

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

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

Effective for purchases made on or after September 6, 2026

Evrbed mattresses are built as a modular sleep system with replaceable and serviceable components. Warranty coverage is therefore component-specific.

Policy at a Glance	
Latex comfort components	5-year limited warranty, non-prorated; permanent indentation greater than 3/4 inch is covered.
Quilted cover	5-year limited warranty, non-prorated, against manufacturing defects.
Spring unit	20-year limited warranty, non-prorated; permanent spring-unit depression greater than 1 inch is covered.
Spring-unit zipper	5-year limited warranty against manufacturing defects.

1. Latex Comfort Components - 5 Years, Non-Prorated

Evrbed latex comfort components are covered for 5 years from the original purchase date against defects in materials or manufacturing.

- abnormal splitting or cracking
- premature structural deterioration
- manufacturing defects in the latex component or supplied slipcover
- a visible permanent indentation greater than 3/4 inch, measured with no weight or pressure on the component

Normal changes in feel, gradual softening, and normal compression that do not meet the applicable defect standard are not manufacturing defects. A change in comfort preference over time is also not a warranty defect.

2. Quilted Cover - 5 Years, Non-Prorated

The removable quilted cover is covered for 5 years from the original purchase date against defects in materials or manufacturing.

- zipper failure caused by a manufacturing defect
- defective seams or stitching
- abnormal separation of quilted materials
- other material failures attributable to manufacturing

Normal cosmetic changes or wear associated with regular use, including reasonable compression, stretching, pilling, fading, or gradual changes in appearance that do not affect intended function, are not manufacturing defects.

3. Spring Unit - 20 Years, Non-Prorated

The Evrbed spring unit is covered for 20 years from the original purchase date against covered defects in materials or manufacturing. This warranty is fully non-prorated for the entire 20-year period.

- broken or loose coils
- materially collapsed or depressed coils
- coils or wires protruding through surrounding material
- structural failure of the spring assembly
- manufacturing defects in the spring unit
- a visible permanent spring-unit depression greater than 1 inch, measured directly on the unloaded spring unit

The spring-unit zipper is covered for 5 years against manufacturing defects. The 20-year warranty applies specifically to the spring unit; other components have the separate warranty periods described above.

What Non-Prorated Means

If a component has a covered defect during its applicable warranty period, Evrbed does not reduce the value of the covered component based on its age. Transportation rules are separate and are described below.

4. Warranty Remedy and Replacement Components

When Evrbed confirms a covered warranty defect, we will choose the remedy that reasonably corrects the problem. Depending on the circumstances, Evrbed may repair the defective component, replace the defective component, or provide another appropriate solution that restores the intended function of the mattress.

Because Evrbed mattresses are modular, a defect in one component does not automatically require replacement of the entire mattress. There is no charge for the covered replacement component or warranty repair labour during the applicable warranty period.

Discontinued or Redesigned Components

If the original component is no longer available, Evrbed may provide a current component of comparable or better function and quality that is reasonably compatible with the customer's mattress. An exact match in colour, fabric, appearance, construction, or cosmetic details cannot always be guaranteed.

Warranty on Replacement Components

A component supplied under warranty will be covered for the longer of the remaining warranty period from the original purchase or one year from the date the replacement component is supplied. A warranty replacement does not restart a new full 5-year or 20-year warranty period unless Evrbed expressly states otherwise.

5. Warranty Transportation

During the First 5 Years

For approved warranty claims within Evrbed's regular White Glove Delivery service areas, Evrbed will cover reasonable standard transportation required to complete the warranty service. Additional transportation charges may apply outside those areas, including remote locations or unusual delivery or pickup arrangements.

Years 6 Through 20

For an approved spring-unit warranty claim after the first 5 years, the covered repair or replacement component and warranty repair labour remain fully non-prorated, but the customer may be responsible for shipping, pickup, delivery, or other transportation costs.

Where practical, Evrbed may diagnose the issue remotely or transport only the affected modular component rather than the complete mattress. Any transportation charge payable by the customer will be explained before service is arranged. Evrbed may waive or subsidize transportation charges at its discretion where appropriate.

6. Who Is Covered

This warranty is intended for the original purchaser. If the mattress was purchased as a gift, the original gift recipient may be treated as the original purchaser. The warranty does not transfer when the mattress is resold or otherwise transferred to another owner.

Proof of Purchase

Evrbed may require reasonable proof of purchase. If our staff can locate the original transaction in Evrbed's records, the customer will not normally be required to provide a separate receipt. If the original transaction cannot be located, the customer may be asked to provide a receipt, invoice, order confirmation, or other reasonable evidence of purchase.

7. Other Coverage Rules

Floor Models, Clearance, and Open-Box Products

Floor models, clearance mattresses, and open-box products remain eligible for warranty coverage unless a different warranty condition was clearly disclosed at the time of purchase. A product sold as-is because of a known defect or condition may have different coverage for that disclosed condition.

Commercial and Institutional Use

This residential warranty does not automatically apply to mattresses purchased for commercial, institutional, or other high-use applications. Commercial and institutional purchases are covered according to the warranty terms stated in the applicable quotation, invoice, contract, or other purchase agreement.

Geographic Coverage

This warranty applies to eligible products purchased from Evrbed and used in Canada. If the mattress is moved outside Evrbed's regular service area, the component warranty remains in effect, but additional transportation costs may apply. If the mattress is moved outside Canada, Evrbed's service obligation is limited to providing warranty service within Canada unless Evrbed agrees otherwise.

8. Product Care and Exclusions

Mattress Protector

We strongly recommend using a suitable mattress protector. Purchasing an Evrbed-branded mattress protector is not required to maintain 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.

- normal wear associated with regular use
- normal softening or gradual changes in mattress feel
- changes in personal comfort preference
- impressions or compression that do not meet the applicable warranty threshold
- damage caused by abuse, misuse, improper handling, excessive bending, or improper moving
- cuts, burns, punctures, liquid or moisture damage
- pet damage or infestation
- damage caused by an unsuitable or broken foundation
- damage caused by alterations not approved by Evrbed
- other damage caused by external factors rather than a defect in materials or manufacturing

Evrbed may decline to physically inspect, collect, or handle a mattress or component when its condition presents a reasonable health, hygiene, or safety concern. Where reasonably possible, an exclusion will be applied only when the excluded condition is related to the issue being claimed.

9. How to Start a Claim

Contact Service@evrbed.com and provide your name, order information if available, a description of the problem, and any photos, video, or measurements that may help us understand the issue.

Depending on the claim, Evrbed may ask for photographs, video, indentation measurements, information about the foundation or support system, or an inspection of the affected component. We will only ask for information reasonably needed to assess the claim.

Indentation measurements are taken with no person, weight, or pressure on the mattress or component. The latex threshold is greater than 3/4 inch. The spring-unit threshold is greater than 1 inch, measured directly on the unloaded spring unit where practical.

10. Reasonable Customer-Service Exceptions

Evrbed may provide additional assistance or make reasonable exceptions where we believe it is appropriate. Providing additional assistance in one situation does not automatically change the terms of this policy for other customers or purchases.

Our goal is to resolve legitimate product problems fairly and keep an Evrbed working properly for as long as reasonably possible.

Consumer Rights

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