

Evrbed Limited Warranty

Archived policy - purchases made before September 6, 2026

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

ARCHIVED - DOES NOT APPLY TO NEW PURCHASES

Applies to purchases made before September 6, 2026

This archived policy preserves and clarifies the warranty terms previously published by Evrbed. It makes the earlier terms easier to understand without adding restrictions that were not part of the original wording.

Where the earlier wording did not clearly address a specific situation, Evrbed will review the circumstances reasonably and in good faith.

Policy at a Glance	
Latex inserts	5-year warranty; depression threshold greater than 3/4 inch.
Quilted cover	5-year warranty; earlier wording included depressions greater than 1 inch.
Spring unit	20-year warranty; spring depression threshold greater than 1.5 inches.
Spring-unit zipper	5-year warranty.

1. Quilted Cover - 5-Year Warranty

The Evrbed quilted cover is covered for 5 years against manufacturing defects. The earlier wording included zipper defects and depressions greater than 1 inch. The original policy did not provide a detailed measurement method, so claims should be assessed reasonably to distinguish abnormal failure from ordinary cosmetic settling or wear.

2. Latex Inserts - 5-Year Warranty

Latex inserts, including their slipcovers, are covered for 5 years against manufacturing defects. Latex components are also covered for permanent depressions greater than 3/4 inch. Photographic evidence may be requested.

If Evrbed determines that a latex component failed prematurely due to a covered defect, Evrbed will provide the appropriate replacement component at its expense. Where required, Evrbed may arrange for the original component to be returned for recycling or responsible handling.

Replacement or updated comfort components may also be available for purchase when the issue is related to changing comfort preference rather than a product defect.

3. Spring Unit - 20-Year Warranty

The Evrbed spring unit is covered for 20 years. The 20-year coverage applies specifically to the spring unit, not to every component of the mattress.

- broken coils
- loose coils
- depressed or failed coils
- coils or wires projecting through surrounding fabric
- loose tape-edge stitching
- depressions greater than 1.5 inches

Under the original policy, covered spring units were to be repaired or replaced for the duration of the 20-year warranty.

Spring-Unit Zipper

The spring-unit zipper is covered for 5 years against manufacturing defects. The earlier policy said the zipper "should last 20 years with regular use," but the stated warranty period for the zipper is 5 years.

4. Historical Spring-Unit Transportation

Under the original policy, a spring unit requiring warranty repair could be delivered to Evrbed's manufacturing facility for service. Transportation of the spring unit to Evrbed was the customer's responsibility. For an approved repair, the repair itself was Evrbed's responsibility, and Evrbed was responsible for delivery back to the customer in what the earlier wording called "major centres."

The earlier policy did not define "major centres." If service is required under this archived policy, Evrbed will review the transportation arrangements that reasonably apply to the customer's location and original purchase.

5. What the Historical Warranty Does Not Cover

Changing Comfort Preference

Bodies and comfort preferences can change over time. A change in comfort preference alone is not considered a manufacturing defect. Replacement or updated components may be available for purchase.

Improper Moving or Handling

Structural damage caused by improperly bending, folding, or moving the mattress is not covered.

Abuse or Misuse

Damage to the mattress or foundation caused by abuse or improper use is not covered.

Soiling or Staining

The earlier wording excluded soiled or stained mattresses where the condition could affect mattress materials or components. If a condition is minor or unrelated to the claimed defect, Evrbed may review the circumstances before making a decision. Products presenting a genuine sanitation or safety concern may not be suitable for physical inspection or handling.

Body Indentations

The historical policy excluded body indentations less than 1.5 inches from spring-unit warranty coverage and stated that Evrbed could still address those issues, but labour and parts charges might apply. Because an indentation can originate in the quilted cover, latex, spring unit, or another component, Evrbed may first need to identify which component is affected.

6. Historical Claim Handling

To request service, email Service@evrbed.com and provide your name, order information if available, a description of the issue, and photos or other information that may help us understand the problem. Photographs, measurements, or inspection may be requested where reasonably necessary.

The earlier policy did not clearly state rules for transferability, detailed foundation requirements, floor models, clearance products, commercial use, or geographic limits beyond its transportation wording. If one of these issues arises and the original terms cannot be verified, Evrbed should review the original order and available records rather than automatically applying newer restrictions.

7. Later Policy Changes

A newer Evrbed policy will not be used to reduce the coverage or benefits that applied to an earlier purchase. Evrbed may choose to provide an earlier customer with a benefit available under a newer policy where we believe doing so is reasonable.

If you are unsure which policy applies to your mattress, contact Service@evrbed.com and we will help confirm the appropriate terms.