

Returns & Exchanges

What is a 100-Night Sleep Guarantee?

Tommie Copper® offers a 100-Night Sleep Guarantee. Sleep on your mattress for 30 days to allow your body time to adjust to your new bed. During the remaining nights, if you decide your new mattress isn't the right one for you, then we will send someone to pick it up and give you a 100% full refund. Our 100-Night Sleep Guarantee only applies to items purchased directly on this website with a limit of three (3) items per year per household (1 year from order date). If you would like to exchange your Tommie Copper® mattress for a different comfort we are happy to allow one exchange per order. In the instance of an exchange, your 100-Night Sleep Guarantee remains from the date you received your original order. In order for your mattress to be eligible for returns or exchanges, the mattress must be free from stains, soiling or other damage. We highly recommend you protect your mattress with a 5-sided waterproof mattress protector to avoid unwanted stains and damage.

Do Tommie Copper® mattresses come with a warranty?

Your new Tommie Copper® mattress is covered by a 10-year limited warranty.

What is included in the warranty?

The mattress warranty is exclusive to mattresses sold in the United States and covers defects due to faulty workmanship or material defects, subject to limitation in this warranty.

Does the warranty have any limitations?

Tommie Copper® warrants that it will, at Tommie Copper®'s option, replace the purchaser's Tommie Copper® mattress sold in the United States if it is defective due to faulty workmanship or material defect, subject to the limitations in this warranty. Tommie Copper® undertakes no responsibility of the quality of the goods except as otherwise provided in this warranty. There are no other warranties beyond Tommie Copper®'s warranty described hereof.

This mattress warranty extends to the original purchaser of any mattress. All Tommie Copper® warranties, including any implied warranties, are valid only for the period of time the mattress is owned by the original purchaser of the mattress. The "original purchaser," for the purposes of this mattress warranty, is the first purchaser of the mattress from Tommie Copper® or a Tommie Copper® authorized retailer. Please retain a copy of your receipt as proof of purchase. All Tommie Copper® limited warranties are not transferable.

The warranty is valid only if the law tag is attached and the law tag has not been altered or tampered. An attached, unaltered law tag is required to identify the mattress. The limited warranty is void if the mattress cannot be properly identified.

A mattress that is packaged in a compressed and rolled manner, also referred to as a "bed-in-a-box" product must be opened within two (2) weeks of receiving the mattress to prevent compression for an extended period of time. A mattress that is compressed for a prolonged period will have structural damage and/or condensation from being packaged for an extended period of time resulting, but not limited to mold, odors, and/or discoloration that is not covered under the mattress warranty.

Tommie Copper® mattresses are designed to work on a firm surface that is structurally capable of supporting the weight of the purchaser's Tommie Copper® mattress and user(s). This limited warranty is based on tests conducted on Tommie Copper®'s mattresses and approved foundations, box springs or bases. If the purchaser uses an inappropriate foundation, box spring or base as determined by Tommie Copper®, the limited warranty, without limitation will be void. Tommie Copper® will require purchaser to provide proof of the quality of the foundation, box spring or base used in conjunction with the mattress if purchaser makes a claim under this limited warranty. Any stains, abnormal abuse or unsanitary mattress, as determined by Tommie Copper® will void any Tommie Copper® warranty.

The limited warranty covers the following if the mattress has been determined to meet all previous requirements as stated in the limited warranty.

Any visible indentation equal or greater than one and one-half (1.5) inches that is not associated from the result of a faulty, improper or unsupportive foundation, box spring or base.

A proper bed frame must provide substantial support for both the mattress, foundation and user(s). A proper bed frame is defined, for the purpose of this limited warranty as having a least five to six (5-6) leg support for a Queen, Eastern King, and California King mattress, four (4) leg support for Twin and Full mattresses.

For Queen, Eastern King, and California King slatted style bed frames, there cannot be greater than five (5) inches between each slat in order to provide ample structural support for the foundation and user(s).

Any cosmetic damages to the mattress not caused by normal wear and tear and that affects the performance of the mattress.

The limited warranty does not cover:

A normal increase in softness due to normal usage

Comfort preference. Tommie Copper® does not make any guarantees on the feel preference of any mattress. Any comfort level description of any mattress is solely provided as a guideline and Tommie Copper® does not guarantee the firmness or softness quality of any mattress.

Physical abuse or damage to the structure and/or materials, including, but not limited to burns, cuts, tears, and/or liquid damage.

Mold, odors, and/or discoloration caused by abnormal care including, but not limited to liquid spills, improper ventilation, including, but not limited to humid climates and/or areas where the mattress is exposed to excessive water or humidity.

Damage associated with an improper bed frame, foundation, box spring or base as determined by Tommie Copper®.

Any sample or floor models, custom made mattresses or mattresses purchased from unauthorized resellers of Tommie Copper®.

Mattresses sold by unauthorized retailers or any resellers.

Any approved warranties will be issued a replacement mattress.