

Mattress Topper Warranty & Care



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Care

Cleaning:

- Spot clean with mild detergent and warm water only. Please ensure it is fully dried before usage.
- Do NOT use a washing machine or tumble dryer to clean your topper!
- We do not recommend washing the Organic Cotton & Wool Cover because wool is susceptible to shrinking.
- We highly recommend using our waterproof mattress protector or your own protector of any kind to avoid excess dirt or damage to the topper.

Warranty

10-year Warranty:

- We will repair or replace your topper if there is more than a 10mm visible indentation or 'sag', or if there is any other manufacturing defect.
- Adding a Protector or Electric Blanket on top is fine and does not void the warranty.
- This warranty does NOT cover abnormal use, intentional damage, heat or water damage, or general wear and tear.
- Unfortunately, we do not accept refunds or returns on mattress toppers.
- To make a warranty claim, call us on **0455 737 177** or email us at support@quokkabeds.com.au and we will work with you to confirm the issue and send out a replacement for free as quickly as possible.