



Congratulations on your dream bed!

Chances are your new bed is already making itself at home – and looking great doing so. Before you crawl under the covers, we kindly ask you to take a moment to read through the (warranty) terms in this document. Sleep well!



Warranty and Certificates



With your purchase from Swiss Sense, you are covered by several warranties. Swiss Sense uses the terms and conditions of the Centrale Branchevereniging Wonen (CBW) as the basis for its warranty policy.

You can find these conditions later in this document, or online at SwissSense.nl/klantenservice. Please note: for beds and box springs from the Swiss Sense Outlet, the warranty conditions for showroom models apply. In addition to our guarantees, our products are also certified by external, independent parties.

More information about these certificates can be found at SwissSense.nl/keurmerken



Customer Service

You can reach us via the contact form on our website or by phone at 085 0687 777. Check our current opening hours via the link below.

Questions? Visit our customer service page: SwissSense.nl/klantenservice



Warranty on your Outlet purchase

Boxspring:

5 years of (gradually) decreasing coverage on spring and frame breakage

2 years of (gradually) decreasing coverage on hidden defects

Motors:

2 years of (gradually) decreasing coverage

(Top) Mattresses:

2 years of (gradually) decreasing coverage on hidden defects

Tip: You'll need the original receipt to claim warranty. So make sure to keep it safe! After the first year, a one-time € 125,- call-out fee applies.



Good to know

All products from the Swiss Sense Outlet are sold as seen in the store. This means that any damage present at the time of purchase or delivery is not covered under warranty. Natural variations in wood (such as colour, knots, and grain patterns) are also not valid reasons for return or exchange.

Please note: showroom models and mattresses are excluded from our exchange guarantee.



Care instructions

We expect you to use and maintain your Swiss Sense product properly. Only then can you make use of our warranties and services.

To ensure a long lifespan, your (top) mattress should be rotated regularly – monthly during the first six months, and 3 to 4 times per year afterwards. Air out your mattress regularly and use a mattress protector for extra protection. Over time, slight body impressions may appear in the mattress. This is known as contouring and is completely normal, as it ensures optimal sleep comfort. Contouring does not indicate a loss of quality.



General Terms & Conditions of Sale

Swiss Sense B.V.

These general terms and conditions apply to all purchases made on or after January 1st, 2024.

Company details

Swiss Sense B.V. (Hoofdkantoor)
Jagersveld 15
5405 BW UDEN
NEDERLAND

Chamber of Commerce (KvK) number: 17165620
VAT identification number: NL818745460B01
IBAN: NL64 INGB 0114 323 941

1. Applicability of General Terms and Conditions of Sale

Swiss Sense is a member of the Centrale Branchevereniging Wonen (CBW). This means that the CBW terms and conditions apply to your purchase at Swiss Sense. These General Terms and Conditions of Sale serve as a supplement to the CBW conditions.

You can find the CBW terms here:

[SwissSense.nl/klantenservice/cbw-keurmerk](https://www.SwissSense.nl/klantenservice/cbw-keurmerk)



These General Terms and Conditions of Sale apply to all purchases made in one of our Swiss Sense stores in the Netherlands. If you make a purchase online, the online terms and conditions apply. In case of any inconsistency between these terms and the CBW terms, the CBW terms shall prevail.

2. Prices

All prices shown on our website and in our stores are in EUROS, including applicable VAT.

3. Delivery and Assembly

We deliver and assemble in the Netherlands, Belgium, and Germany. With the exception of Texel, we do not offer assembly services on the Wadden Islands.

Showroom models are not eligible for delivery or assembly. A showroom model is a product that has been used in-store for display or demonstration purposes. After purchasing a showroom model, you are required to collect the product from the store within 5 days, unless a different arrangement was made at the time of purchase. You are responsible for disassembling, packaging, and loading the showroom product into your vehicle. For safety reasons, our store employees are not permitted to assist you with this.

All our products comply with the NEN standard, a European standard that defines measurement methods and acceptable dimensional tolerances. Small differences in size may occur between the box spring, mattress, and topper, even if they were ordered in the same width and length. These variations may result from the production method, materials used, or rounding of measurements. These possible differences fall within the permitted NEN standard deviation of ± 2 cm.

4. Delivery Costs

All orders with a total value of €35,- or more are delivered free of charge. For orders under €35,- a €4,95 delivery fee applies, unless these costs are included in a promotional offer. Delivery charges are listed separately on the order confirmation.

5. Retention of Ownership

Swiss Sense retains ownership of all goods delivered until the buyer has fulfilled all of their payment obligations (including any related collection costs and interest) in full.

6. Returning Bedding Items

Bedding purchased in a Swiss Sense store may be returned within 14 days of receipt.

Please note: returns are only accepted if the products are unused, undamaged, and returned in their original packaging. Due to hygiene regulations, products that have been slept on cannot be returned.

Would you like to return (part of) your purchase? Check the available options at [SwissSense.nl/klantenservice/retourneren](https://www.swiss-sense.nl/klantenservice/retourneren) or scan the QR code.



If your return is processed correctly, we will refund the amount to your account within 10 business days.

The refund will only be issued once the product has been received by Swiss Sense, or if proof of return has been provided.

Note: Did you pay in cash (in-store)?

Please send us your IBAN via contact@swiss-sense.nl and include your order number.

7. Maintenance

Taking good care of your new bed, mattress or topper means you'll enjoy it for even longer. Read our maintenance tips to help extend its lifespan.

You can find them at:

[Swiss-sense.nl/onderhoudsadvies](https://www.swiss-sense.nl/onderhoudsadvies)

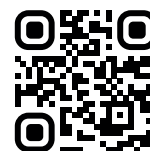


8. Complaints

If you have a complaint, please contact our Customer Service department.

This can be done via:

[Swiss-sense.nl/klantenservice/garantie-klacht](https://www.swiss-sense.nl/klantenservice/garantie-klacht)



We will do our best to resolve the issue to your satisfaction. For dispute resolution, please refer to Article 20 of the CBW terms and conditions.

9. Warranty

In some cases, we offer more extensive warranty coverage than the legal warranty described in the CBW terms and conditions.

You can find more information about this on our website:

[Swiss-sense.nl/klantenservice/algemene-voorwaarden#toepasselijkheid-garantievoorwaarden-swiss-sense](https://www.swiss-sense.nl/klantenservice/algemene-voorwaarden#toepasselijkheid-garantievoorwaarden-swiss-sense)

