60-Night Sleep Trial

Customer agreement | Please read before ordering

This voluntary trial applies only to qualifying showroom purchases confirmed on the order paperwork.

Order number _____ **Order date** _____

Mattress model _____ **Mattress size** _____

Trial eligible: YES / NO **Protector purchased: YES / NO**

1. Eligible purchases

Only approved mattresses tried and purchased in our showroom qualify when trial eligibility is recorded on the order. Later changes to the approved collection will not remove rights already agreed.

2. Adjustment and deadline

Please allow at least 30 nights from delivery to adjust. If comfort remains unsuitable, contact Sterling Beds after night 30 and no later than 60 calendar days after delivery to request an exchange.

3. One exchange only

One comfort exchange is permitted for another mattress of the same size from the approved collection applicable to your purchase. The replacement has no further comfort trial.

4. Price differences

You pay any extra cost for a more expensive replacement. No refund of the difference is offered for a cheaper replacement, and there are no cash refunds for a change of comfort preference.

5. Exchange charge

A £49 charge including VAT covers collection of the original mattress, replacement delivery and recycling arrangements.

6. Protector and condition

A mattress protector must be bought from Sterling Beds with the original mattress and used throughout. The mattress must be hygienic, unstained and free from damage or misuse. Normal settling is acceptable.

7. Exclusions and availability

Unapproved, clearance, ex-display and bespoke or special-size mattresses are excluded unless confirmed in writing. Replacement options are subject to supply availability.

8. Your statutory rights

This voluntary comfort exchange does not affect your legal rights or remedies for faulty, misdescribed or otherwise non-conforming goods under the Consumer Rights Act 2015.

Customer acknowledgement

I confirm that I have read these terms and understand the trial eligibility recorded above.

Customer signature _____ **Date** _____

Policy effective date: _____ (confirm before issuing this form)