

Customer Service Procedures

All product comes with a one year manufacturing defect warranty.

FAQ's can help to resolve the majority of issues in the first instance.

All service notifications must be in writing and sent to Kaydian via email (jackie@kaydian.co.uk) or fax (01912862846). The Kaydian 'Customer Service Notification Form' should be completed where possible.

Original order numbers must be quoted along with customer details, a full description of any issues and supporting images.

In the event of a manufacturing issue, replacement parts will be supplied FOC. We do not supply replacement parts FOC for issues relating to installation/user error, however these parts can be purchased. We do not replace full beds, only damaged parts. Kaydian do not take responsibility for any costs incurred by the retailer when servicing their customer.

In the event of an electrical/mechanical fault or upholstery defect, repairs will be made via our specialist repair company Homeserve, who contact the end customer direct with 48 hours to arrange an appointment. Our technicians do not offer an installation service and do not replace non-mechanical parts. For any issues that are found to be 'non-manufacturing' i.e. user error/installation error technician fees will be invoiced to the retailer.

Any damaged/faulty items must be returned via our carrier or Homeserve Technician for assessment, unless otherwise advised.