

Captain Bed Warranty Information

At Comfort Pure, we take pride in the quality and craftsmanship of our furniture. Our Captain Beds are built with strength and durability in mind, using premium materials and expert construction to provide long-lasting performance for everyday use.

Limited Manufacturer's Warranty – 5 Years

We stand behind the structural integrity of our Captain Beds and offer a 5-Year Limited Warranty on the frame and construction under normal residential use.

What's Covered:

- Structural defects in the bed frame, drawers, and slat system
- Manufacturing flaws in materials or workmanship
- Drawer functionality and alignment under standard use

What's Not Covered:

- Damage caused by misuse, abuse, or improper assembly
- Normal wear and tear, including scratches, dents, or finish fading
- Use of the bed beyond its intended purpose (e.g., jumping, commercial use)
- Water damage, stains, or exposure to extreme humidity/temperature
- Modifications or repairs not authorized by Comfort Pure

How to Make a Claim:

To initiate a warranty claim, please contact our customer service team with the following:

- Proof of purchase (order number or invoice)
- Photos of the issue or defect
- A brief description of the problem

We'll assess the issue and, if eligible, repair or replace the defective part at no charge. If the exact item or part is no longer available, a comparable replacement will be offered.

Note:

This warranty applies only to the original purchaser and is non-transferable. It is valid only when the product is used under normal residential conditions.