

Rules for sleep trial

It's possible to request for a sleep trial for 14 days or longer on a NeoQuartz mattress or mattress topper. Het is erg belangrijk om een goed matras te kopen. It is very important to buy a good mattress. By purchasing a NeoQuartz mattress you invest in your health durably.

In our store the lying down test is limited but not unimportant. You can try various combinations of NeoQuartz mattresses and come up with an optimum sleeping choice with the help of an expert sleep consultant. In practice, almost everyone seems to be able to make a definite right choice. An expert telephone advice can also lead to the right choice.

To be sure, however, whether this choice in the longer term gives the desired sleep comfort, you will need several nights to experience whether a new mattress is suitable for you. At our company, you can try a mattress or mattress topper for two weeks (or longer) without having to buy a mattress. For contact you can use the 'Offer request' or 'Ask a Question' buttons next to the product in the Fair Vision webshop, by telephone or in the NeoQuartz showroom. To be eligible for a consumer card discount, payment will always take place through Fair Vision's webshop. For contact with our store, call 0492-527 294 or 06-1489 0925, reachable until 10 in the evening.

What's the procedure of a trial sleep?

1. Trial sleep is possible on a mattress or mattress topper. If you still own a good mattress then a mattress topper is sufficient. If the mattress needs replacing, it is possible to try different types of mattresses. If visiting the showroom is not an option, the choice will be made by telephone or by e-mail in consultation with the customer.
2. If you are unsatisfied after our advice and testing, you can e-mail info@neoquartz.nl or call us within the trial period. You will only pay shipping and processing costs. Sending back and forth 2 x € 39,- to € 59,- depending on the number of mattresses and mattress toppers for the Netherlands (except for the islands) and Belgium. Processing costs for 1 or 2 mattresses or 2 mattress toppers are € 25,- for 2 weeks. After 2 weeks, additional costs per week will be € 5,- per mattress or per mattress topper. You can also pick up and return the mattresses or mattress toppers yourself. You only pay processing costs.
3. If you decide to buy a mattress or mattress topper, a new mattress will be made and sent to you. The return costs are then for our account and you do not have to pay the processing costs.