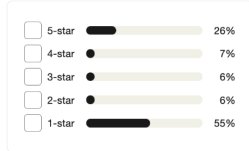


★ 1.8

All reviews

1,347 total · Write a review



RC Rosemary Costanzo
 CA · 9 reviews

Feb 25, 2025

★☆☆☆☆

Defective Nisco Bloom Essential adjustable base

I purchased a twin xl Bloom Essential Adjustable base on August 7, 2024 from a Sleep Country store at 1802 Marine Drive in West Vancouver BC. I began attempting to report a defect in the frame several days ago. A defective metal plug is welded into the foot of the frame, metal grommet on top and plug underneath where the mattress retaining bar attaches. The plug and grommet have sharp edges. I called the salesperson, Len Hazleton, at the store to ask about the warranty. He told me to call customer service in eastern Canada. I called and when I asked for information about the warranty the agent told me I was arguing with her and hung up. I called back and spoke to another agent who didn't know the answer but he did call me back with information on the manufacturer, Nisco. I called Nisco and was told someone would call me the next day. I went into the store where I purchased the base and spoke with a sales person, Nick. I showed him the problem I was having in photos and on the same floor model of the base. I received an email from Nisco asking for photos etc. I emailed the receipt, serial number, photos of the defect. Today Anders from Nisco said he would send me the replacement parts. I explained I can't work with welded parts. He said the parts are plastic and I could simply push the plug up through the grommet. Not possible I said since the pieces are metal and welded to the frame. I have emailed the same information to customer service at support at Sleep Country Canada.

Unbelievable that a customer has to "Jump through hoops" to receive warranty service and told how to fix the problem.

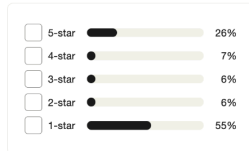
Date of experience: February 23, 2025

Useful Share

★ 1.8

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vincent power
 CA · 3 reviews

Jan 27, 2025

★☆☆☆☆

Don't let them sell you trash with falseWarranty

Spent a thousand dollars on a Kingsdown bed. After 2 years it developed a 4 inch sag. The pillow top has collapsed and springs have either broken or folded over. The bed is useless. I contacted the store and was told to reach out to thier warranty claims dept. This dept WILL NOT TALK TO YOU, you'll be directed to an online form where they ask you to take pictures. Once you do they will continually ask for different pictures. It is a complete run around. I sincerely hope people will read this and it will help others. Sleep country want to sell over priced beds at a premium. Mine was useless after a couple years and the 10 year warranty us nothing more than false advertisement. Spend your money wisely.

Date of experience: January 27, 2025

★ 1.8

All reviews

1,347 total · Write a review



VH Vahe H
 CA · 1 review

Jan 16, 2025

★☆☆☆☆

I would rate 0 stars if I could

I would rate 0 stars if I could. I feel like I have been fooled. They emphasized about a10 year replacement warranty during my purchase not only to decline my claim, but to tell me that the warranty is now void due to improper support of the mattress. This is after getting me to send all types of pictures of the mattress and frame until they find an excuse to decline. Instead of owning their issues and taking accountability, they look for ways to decline. I purchased a \$1500 mattress about 5 years ago with a 10 yr warranty. There is a body impression sag on both sides of the mattress (left and right) and they are now saying that my high end bed frame caused my warranty to be void. They then have the nerve to offer sales support for a new mattress. Absolutely appaling and a waste of my time, and unfortunately a waste of \$1500. You have been advised, be cautious and buy from a mattress company that has some integrity.

Date of experience: January 16, 2025