



CARE GUIDE & CONSUMER GUARANTEE



CARING FOR YOUR NEW BED

You can, by taking the following simple steps, ensure you get the maximum life expectancy from your bed:

- 1 Turn the mattress at least once a week during the first three to six months use, then once a month thereafter. This action will minimise the depression that quite normally occurs when the cushioning layers settle. 'No-Turn' products have only one sleeping surface so should not be turned over but do need rotating through 180° regularly.
- 2 Always use a suitable mattress protector or under-blanket to prevent the dyes used in some mattresses transferring onto bed linen as a reaction to body moisture or liquids.
- 3 Avoid persistent sitting on the edge of the bed as this places undue strain on the rod edge and perimeter springs. Never use a vacuum cleaner. Soft brush your mattress and/or divan regularly. Check that legs or castor's, fixing bolts (where used) and headboard fixing screws are firmly in position.
- 4 Never roll or fold your mattress when moving or storing. Our mattresses have straight lengths of wire down each side as part of the Spring unit which, if bent, will not straighten.
- 5 Never use a mattress on a base not designed for it. The life of a mattress can be severely shortened by use of an unsuitable base.
6. Do not overload the compartments in storage models. The drawers in storage divans have been designed primarily to hold bed linen, clothing and light weight items. Excessive weight can cause distortion or damage to the drawers. Over-filling them may restrict free movement or cause them to jam.

OUR GUARANTEE TO YOU

This product has been manufactured with care and attention by experienced craftsmen using the finest materials and components. Should any part of the product become defective within one year of the date of purchase due either to faulty material or poor workmanship, the manufacturer of this product will either repair or replace the product free of charge.

5 YEAR WARRANTY

In addition to the statutory twelve month guarantee, this product is covered by the manufacturer's five year warranty. The warranty is effective from the date of purchase. If, after the expiry of the twelve month guarantee, your product develops a manufacturing defect and you wish to claim on this limited warranty, the manufacturer will impose a charge for the repair or replacement of the faulty item according to its age. The charges are based on a sliding scale - the older the item is, the more you will be required to contribute towards the cost of repair or replacement. The charges will be calculated according to the following table:

Years from date of purchase	Your contribution toward cost of repair or replacement
0-1	Free of charge
1-2	20%
2-3	40%
3-4	60%
4-5	80%

Faults resulting from misuse of the product will not be covered. Settlement of mattress fillings is normal and does not constitute a manufacturing fault. Body impressions are a feature of a hand made mattress with lots of generous layers of premium fillings reacting to your body shape. and does not therefore come under the terms of this warranty.

Examples of such misuse would include:

- Allowing the product to become soiled or unsanitary
- Subjecting the product to excessive wear and tear
- Using a mattress with a base for which it was not designed

Perceived level of comfort is largely subjective and is not covered by this warranty.

Where a divan base only or a mattress only is repaired or replaced the manufacturer does not guarantee to match the cloth on the other part of the bed.

The manufacturers may vary the terms of this guarantee if, in his sole opinion, the circumstances of any case are such as to require special consideration.

Consumers have legal rights under national legislation governing the sale of consumer goods. This guarantee does not affect those rights.

This guarantee applies in the United Kingdom only.

SERVICE REQUEST

- 1 It is important to retain this guarantee card and your receipt for future reference.
- 2 Should a fault arise with your new bed, please contact the retailer from where it was purchased as your contract of sale is with the retailer from whom you purchased your bed.

Store and Purchase Details

Store where purchased

Model name

Date of purchase

Cooltex Range	Luxury, Firma: 97% Polyester, 3% Elastane 3600, 2500, 1200: 57% Polyester, 23% Viscose 20% Tencel
Health Spa Sleep Range	57% Polyester, 43% Viscose
The Kensington Collection	100% Viscose
The Balmoral Ultimate Collection	100% Viscose
Hypo-Allergenic Sleep Range	Sensations: 61% Polyester, 39% Viscose Ultra 2000: 100% Polyester Luxury Elegance: 50% Viscose, 50% Polyester Diamond Latex: 72% Viscose, 28% Polyprop Bronze, Ortho Extra, Polo Pocket: 100% Polyester Supreme Backcare: 65% Polyprop, 38% Viscose Options: 100% Polyester Latex Comfort Pillow: 24% Viscose, 67% Polyester, 9% Polyamide Backcare Deluxe: 65% Polyester, 35% Viscose
Signature Collections	Pillow Top: 67% Polyester, 24% Viscose, 9% Polyamide Natural: 100% Viscose
Body Gel Range	30% Viscose, 5% Meditation, 65% PES
Active Life Collections	27% Viscose, 3% Lycra, 70% Polyester
Freestyle Adjustable Sleep Range	Cooltex: 97% Polyester, 3% Elastine Memory Flex: 14%, Coolmax: 0.12%, Intense 71%, PA 15% PES Contour Flex, Posture Flex: 57% PL, 23% Visc, 20% Tencel Wool Supreme: 100% Viscose Sandringham: 34% Viscose, 7% Polyester Lycra, 59% Polyester