

WARRANTY AND CARE INSTRUCTIONS

**THE SECRET TO A GREAT
NIGHT'S SLEEP**

website

www.silentnight.co.uk

Warranty Conditions

Under the law the contract of sale exists between the retailer/store and consumer. consequently if you have cause to complain, please contact your retailer giving proof of purchase and outlining the nature of your complaint. If the Warranty conditions have been satisfied, a retailer will then liaise with Silentnight brands on your behalf.

- The mattress must be turned regularly, as per the care instructions, thereby minimising the settlement of the cushioning layers.
- The exception is a 'no turn' mattress which will usually be specified on the mattress label. For further details about 'no turn' mattresses see the care instructions.
- If your mattress is 'no turn' you should use the sleeping surface only (the side of the mattress label).
- We are unable to accept returned items that are soiled or unhygienic. Therefore please ensure that you use a mattress protector or cover from the first day of use.
- The guarantee is void if I followed results from misuse of the product. Examples of misuse would include (but are not limited to)
 - use without bed linen.
 - subjecting the product to excessive wear and tear e.g. jumping up and down on the bed.
 - using a mattress on an old or unsuitable base or a base for which it was not designed.
 - Not following the washing instructions on the label attached to the product.
 - Rolling or bending the mattress.
 - Overloading the drawers in the base; overloading can cause distortion or damage to drawers and may also cause them to jam.
 - Therefore, mini drawers should not be loaded in excess of 7kg, standards drawers 15kg.

Wherever possible, replacement product will be like for like. However, in the event a particular material or style is no longer available, we reserve the right to substitute appropriately as per our current range.

5 Year guarantee

Because you have been discerning in choosing Silentnight we wish to express our appreciation by offering you the security of the very best in terms of product guarantee.

Consequently, if you have purchased a mattress or divan set (a matching base and mattress), in the unlikely event that a problem should arise due to either faulty material or poor workmanship, during the first year from the date of purchase we promise to repair or replace (at our discretion) any part, or all of the product that is defective, completely free of charge. During the second year, replacements

will be free of charge but will attract a contribution to the transport costs. In the subsequent years, a sliding scale of charges based on usage plus transport costs comes into effect as follows:

2 to 3 years

40% of current retail price

3 to 4 years

60% of current retail price

4 to 5 years

80% of current retail price

Any claim made under this guarantee must be made should a retailer from whom the bed was purchased. Please ensure you retain your receipt as proof of purchase. Any claim must be made no later than 5 years from the date of purchase.

This guarantee applies to goods purchased from an authorised retailer of Silentnight products within the UK, Northern Ireland and Ireland and, in all instances, applies to product only where it has been used and maintained in accordance with the manufacturer's guidelines and instructions.

Please ensure you read and comply with the Warranty conditions and care instructions.

This guarantee does not affect your statutory rights.

Care Instructions

Getting used to your bed

Chances are the springs and upholstery in your old bed are not what they used to be, so your new bed may seem a little strange at first. Please allow time for your body to adjust to your new bed and for the fillings to settle.

Filling settlement is normal

Due to modern-day feelings being more sumptuous than their predecessors, settlement within your mattress should be expected and is perfectly normal.

Your new mattress is zoned to complement the human body. As such, you may observe some settlement of the upholstery in the zoned areas where your body weight is greatest. There is no need for concern; it demonstrates that the mattress zones are working as designed, offering optimum support in the zone areas.

The main causes for settlement are attributed to:

- Extra pressure in areas where body weight is most pronounced.
- Body heat and moisture, which can escalate settlement and slow down the recovery process of the fillings.

Ensuring that your mattress is cared for properly may help to reduce settlement:

- Only use your mattress with a base for which it has been designed.
- Turn your mattress regularly (unless your mattress is "No Turn - this will be stated on the mattress label).
- Rotate your mattress top-to-tail so that settlement from body pressures are evenly distributed.
- Air your mattress daily by pulling bed covers back.

It is important to remember that, as with any soft furnishing product, it is unreasonable to expect your mattress not to show settlement after several months of use. Whilst fillings may settle overtime, the support system within your mattress will ensure that you receive many years of comfort from your mattress.

Let your mattress breathe

After its removal from the packaging, please leave your bed uncovered for a few hours to allow any condensation to escape. To avoid risk of Suffocation, please ensure that the polythene bag is well Out of reach of small children.

Turn and rotate your mattress regularly

Unless you have bought a single sided 'No Turn mattress, which will be indicated on the mattress label, it is important that you turn your mattress Over and rotate it from top-to-tail once a week for the first two or three months and then monthly thereafter.

This will prolong the lifespan of your mattress and ensure even settlement of the fittings. 'No Turn mattresses should be rotated from top-to-tail periodically to ensure even wear. When turning or rotating your mattress please do not allow it to impact with or fall against the side of the bed as this may damage the Spring system. We recommend having assistance when moving a mattress.

Protect your mattress

We recommend that you use a mattress cover, which will protect it from coming into contact with body moisture or other liquids.

Do not use detergents or chemical cleaners

Using detergents or chemical cleaners on your mattress may damage the fabric and stitching.

'Mattress Now' recovery

If you have purchased a rolled up mattress, please ensure that you unroll and place it on a bed in a warm room for 24 hours before use. After this time the mattress will fully regain its normal shape. Please note that recovery time will be faster when placed in a warm environment. The mattress cover should not be removed and is not suitable for machine washing.

"Miraform" mattress cover

If you have purchased a Miraform mattress, please ensure you follow the washing instructions on the product. The fabric on the base of the mattress cover is not suitable for washing.

Do not bend or roll your mattress

Bending or rolling your mattress Will damage it and invalidate the guarantee.

Softening foam

If this is your first foam mattress, it may take a few days to get used to the feel as it is very different to a traditional spring mattress. Please be aware that slight softening of the foam may occur during the first few weeks but this should not be a cause for concern.

Foam discolouration

Over a period of time, you will notice a yellowing of the foam. This is perfectly normal and is due to the properties within the foam, it will not affect either the quality or performance of your mattress.

Do not overload or overfill drawers

If your bed has drawers, they have been designed to take lightweight items only. EXCessive Weight can cause distortion or damage to the drawers. Overfilling them may cause them to jam. Maximum weight: Mini drawers - 7kg. Standard drawers - 15kg.

Upholstery

Micro Suede - A fabulously sensual fabric, Micro Suede is soft and durable, making it an extremely popular choice. The fabric is water repellent and dirt resistant. However, should you need to remove any heavier stains, please use a neutral detergent, taking care not to over rub. Rinse with clean, lukewarm water.

Woven Fabrics - Our luxurious woven fabrics have a soft, rich texture. These fabrics should be specialist cleaned only.

Faux Leather - Faux leather has at the look of real leather, but is easy to care for. If you need to clean your faux leather headboard, simply wipe it with a clean, damp cloth.

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