

WARRANTY SERVICE POLICY

**PROTECT YOUR PURCHASE BY
ACTIVATING YOUR WARRANTY
ONLINE TODAY:**

For Ireland go to
www.odearest.ie

The unique construction of ODEAREST beds has earned a first class reputation for the product worldwide as well as allowing the company to offer a unique service warranty to purchasers of this quality product.

The warranty period on individual Odearest collections is:

Parklands family: 8 years

Woodlands family: 6 years

Songbird family: 5 years

Warranty Service Policy

In the unlikely event that you feel your bed has a manufacturing fault please contact the retailer from whom it was purchased, producing this warranty card together with proof of purchase (purchase receipt). An inspection of the product will be arranged at your convenience to determine if there is a genuine fault and to advance appropriate action.

Should a recognised manufacturing or materials fault occur within two years from the date of manufacture (one year for Songbird family) Odearest will, at its discretion repair or replace the product free of charge, subject to the conditions below.

If service is required during subsequent years up to a maximum of the warranty term, any repair or replacement will be made, at Odearest's discretion, subject to a sliding scale charge determined in accordance with the age of the bed and the time elapsed on the warranty.

In all such cases a contribution towards transportation cost will also be applied. Odearest does not accept responsibility for consequential damage.

This warranty does not apply where the defects are due to:

- Abuse, misuse, or general wear and tear
- Any causes other than faulty manufacture or materials
- Where the product is soiled or in an unsanitary condition
- Where the Customer Care hints overleaf have not been applied
- Where the mattress has been used with an old or unsuitable base or foundation
- Where the product has been purchased as an 'ex floor model' or 'clearance model' a more limited warranty will apply
- Body impression is considered normal on new luxury mattresses and does not constitute a manufacturing fault.
- Perceived level of comfort is largely subjective and is not covered by the manufacturer's warranty.

When repairing or replacing items under this warranty, Odearest reserves the right to substitute materials, tickings or models of similar quality if those originally used are no longer available. We also reserve the right to alter and upgrade specifications over the years in line with industry developments.

NOTHING IN THIS WARRANTY SHALL BE DEEMED TO AFFECT YOUR STATUTORY RIGHTS.

Taking Care of Your New Bed

Congratulations on choosing ODEAREST beds which are made with the finest quality materials using the highest standards of workmanship and attention to detail. In general, mattresses today are thicker and more sumptuous than in years gone by. The design of luxury mattresses incorporates the use of a variety of comfort layers and soft cushioning materials.

Odearest mattresses for their part incorporate multiple layers of upholstery and hi-loft quilted surfaces which are designed to compress and settle with use. The areas where body weight is concentrated will compress as the materials bed down: as a result slight body impressions may be seen. There is no call

for alarm; this is quite normal and they should even out as you turn/rotate the mattress - once monthly during the first 6 months and every quarter thereafter (see note 4 - Turn the Mattress). Any impressions

that develop indicate that the mattress surface is conforming to your body's individual shape - it does not indicate that the mattress is faulty.

For a traditional micro-quilted or tufted mattress body impressions of up to 1" (25mm) are typical within the first 24-30 months; but for a luxury pillow-top mattress with high loft comfort layers body impression of up to 2" (50mm) can be quite normal and within acceptable industry tolerance levels.

King or super-king size mattresses can develop a "hump" in the middle of the mattress as a result of sleeping patterns. It is recommended that you try and sleep in the centre of the mattress from time to time, to even out the settling of the comfort layers.

By rotating (or turning and rotating if double sided) on a regular basis, it also assists in spreading the compression of body weight so that the comfort layers settle evenly.

BED CARE HINTS

Please take the following steps to ensure that your Odearest bed will provide you continuous comfort and many nights of restful sleep.

1. Airing your Mattress - Odour Dissipation

As all Odearest beds are made fresh to order with new materials initial odours are quite common after unwrapping the bed. On taking delivery it is a good idea to unwrap the mattress and stand it on its side

to air for several hours in a well ventilated room in order to ensure that any new upholstery or synthetic

odours dissipate fully. Regularly airing your mattress ensures proper maintenance and will help prolong its lifespan.

2. Breaking in the Bed

Just like breaking in a new pair of shoes it can take a little time to get used to the feel of your new bed as compared with your old bed. Please allow a couple of weeks to adjust to the new level of comfort and support offered by your new bed especially if it is a completely different specification to what you have been used to.

3. Fit an Underblanket

To protect your mattress from the body moisture created while you sleep it is advisable to fit an

under-sheet between the bed linen and the mattress. A Mattress Protector Cover will provide additional protection as well as assisting with possible dust/mite allergies.

4. Turn the Mattress

Except for specific "Turn-Free" (one-sided) mattresses which do not need to be turned over please turn the mattress frequently from top to bottom and completely over so that the filling materials will have an opportunity to settle evenly and body-impressions minimised.

Regular rotation of Turn-free mattresses is also essential for the same reason - once monthly during the first 6 months and every quarter thereafter. If there are handles on the mattress, these are for positioning the mattress on the base only - they should not be used for turning the mattress over.

5. Fitting the Castors

The castors (where applicable) should be fitted into the sockets located around the underside of the base and gently tapped home with a mallet or hammer turned sideways. The two halves of the base should be joined together with the connecting U clips or plastic inter-connectors.

6. Do Not Misuse the Mattress

Do not bend or fold the mattress either during installation or while in use. Do not allow children to stand or jump on the mattress as this puts excessive strain on the component parts and may damage them beyond repair. It is not advisable to sit on the side of the mattress for long periods.

7. Drawer Options

Drawers in the base provide a useful storage facility and do not weaken the base in any way. However, do not be tempted to overload the drawers. Whilst sturdy they are best used for items like bedding, linen and clothing. Heavy objects may damage the drawers beyond repair.

8. Bases

In order to ensure optimum performance of your sleep set it is vital that your mattress is correctly supported by placing it on a new matching divan base or other suitable foundation. This is particularly important with heavy or premium mattresses.

Placing a new mattress on an old base is a false economy and may contribute to a fault developing within the mattress. When the mattress is being used on a slatted bed frame or wooden bedstead please ensure that the space between the slats is no more than 3" (75mm) and that there is a central support for queen and king sizes. This will prevent the onset of mattress sag and prolong the lifespan.

THE NATIONAL BED FEDERATION RECOMMENDS THAT BEDS BE REPLACED ON AVERAGE AFTER 8-10 YEARS.

Assembly Instructions for Double Divans

1. To prevent damage and for easy completion, we recommend that two people perform this assembly.
2. Turn both halves of the base on their side with the underside facing you and the square edges towards the middle.
3. Remove the Castors from the parts bag and fit four into each section. Place the castor shaft in the socket and drive it home by tapping the castor firmly with a mallet or a hammer turned on its side. Ensure Castors are locked into position.
4. Bring both halves of the base close together so they make contact.
5. Join one half base to the other by means of the connecting the Hidden Links which are already attached to the bases. One link slots into the other thereby connecting the bases securely.
6. If the headboard bolts have not been already inserted, select the end you wish to fit the Headboard. Pierce the fabric with a sharp point and screw in the Headboard Bolts - the position is marked with a label, approximately 6" from the edge of the base.
7. If your divan has drawer options, they are strapped for transport purposes. The straps should be cut with scissors and the staples removed with a pair of pliers.
8. If your divan has wooden feet (selected lines) these will be already secured to the underside of the base and you do not need to do anything further.

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