

# Product Guarantee and Care Instructions



MADE IN THE UK



BY APPOINTMENT TO  
HER MAJESTY THE PRINCESS OF WALES  
BEDDING MANUFACTURERS  
SLEEPEEZEE LTD  
ROCHESTER

# Sleepeeze

ESTABLISHED 1924

[www.Sleepeeze.com](http://www.Sleepeeze.com)

LEAVE THE **REST** TO US

# Thank you for choosing Sleepeeze

Thank you for choosing Sleepeeze. We hope that you will be delighted with your new purchase.

With 100 years of history, we are proud of our reputation for premium quality and design, meaning you can be assured that every product we make is produced with care and to the highest standard.

Please take your time to follow these assembly guidelines, if you have any queries regarding these instructions please contact us.

[hospitality@sleepeeze.com](mailto:hospitality@sleepeeze.com)



# Product Care and Maintenance

Please take some time to read these guidelines and recommendations. They are designed to help you get the most from your bed and ensure you do not invalidate your guarantee.

## Do

### VENTILATION

Carefully unwrap your mattress/divan upon delivery and leave it in a well ventilated room for a few hours before covering it or sleeping on it. Some mattresses with natural or foam fillings may have a smell which should dissipate after 14 days with regular loosening of bed linen to help air circulation. Ensure the room continues to be well ventilated to help the mattress remain fresh and odour free.

### FITTINGS

Carefully remove the bag of fittings which is attached to the base in order to avoid damaging the fabric.

### BASE

We recommend using one of our divans, as an old base may not provide sufficient support and may result in the mattress sagging. If you have purchased a mattress only, ensure that the frame or divan base on which it rests is an equivalent size and solid foundation. If the frame or base is slatted, then the recommended maximum distance between each slat is 3" (76mm).

### PROTECTION

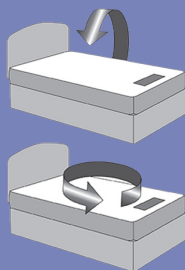
Use a mattress protector to help prolong the life of your mattress. This will minimise wear and tear, guard against marks and stains and help maintain the appearance of your new mattress.

# Do

## BODY IMPRESSION

Due to the amount of quality upholstery in your mattress, your body will make a natural impression in the sleeping area, which is quite normal and not a fault.

## TURN / ROTATE



Turning and/or rotating your mattress ensures even distribution of body weight and helps prolong the life of the mattress:

> Please follow the turning labels on the mattress

Mattress handles are to aid turning and rotating, a mattress should not be lifted by handles alone.

## AERATION

Replacing the covers and sheets on a regular basis will encourage air circulation through the mattress and allow fillings to keep fresh and odour free.

## MOVING

To avoid dragging the mattress on the ground which may cause dirty marks, tears and other damage, ensure two people are used when moving the mattress from room to room or into storage.

# Don't

## BEND/ROLL

Do not bend, fold or roll your mattress as this can cause serious damage to the spring unit, the fillings and affect the overall strength and durability.

## OVERLOAD

Avoid placing exceptionally heavy or bulky objects onto the mattress and do not overload any divan drawers as this may cause permanent damage.

## JUMPING

Standing or jumping on your bed can cause damage to both the mattress and the base.

## STANDING OR KNEELING

Do not stand, kneel or sit on the divan base as this will damage the surface, causing the base and mattress to dip. The base is designed to support the distribution of weight from the mattress evenly over its entire area.

## SITTING

Your mattress has been specifically designed to support weight evenly across the entire surface during sleep. Sitting on the mattress for prolonged periods of time will distort springs and affect the settlement of the fillings.

## MATTRESS LABEL

Do not remove the mattress, fire resistance certification or base labels as these serve as a means of identification to establish your guarantee.

## CLEANING PRODUCTS

Should you need to clean your mattress, any stains should be treated immediately using a damp cloth. Please avoid using detergents or chemical cleaners as these may bleach or disintegrate the fabric.

## SMOKING

Do not smoke in the bed or use open flames near the bed.

## STORING

Do not store the mattress on its side for more than one day.

## Our Product Guarantees

Sleepeeze is confident all of our beds are made to the highest standards. Therefore we will offer the following guarantee:

- > 5 Years: Sleepeeze divan sets (Sleepeeze mattresses purchased with a Sleepeeze divan base)
- > 5 Years: Sleepeeze mattresses (when purchased separately)
- > 5 Years: Sleepeeze divan bases (when purchased separately)
- > 2 Years: Sleepeeze headboards (when purchased separately)

In the unlikely event of a defect becoming apparent, please contact us with the nature of the issue and any photographs you have taken, which will help us to identify the potential cause. Following an inspection by the retailer and/or an independent inspection company, the defective product will be repaired or the faulty product part replaced free of charge.

# Our Product Guarantees

## TERMS AND CONDITIONS

- > General wear and tear, including staining, excessive soiling, abrasion, tears and burns, misuse and normal bed filling settlement are excluded.
- > This guarantee is non-transferable and valid from the date of the original purchase only.
- > Consistent with meeting its obligations under the guarantee, Sleeppezee reserves the right to undertake the lowest cost option to it. This may involve rectifying the problem, arranging for the unsatisfactory component to be replaced or refunding part of the original purchase price.
- > This guarantee does not extend to non-domestic usage, or to goods which are taken outside of the UK.
- > This guarantee may be invalidated if the purchaser does not follow or carry out proper care procedures as outlined in the guidelines or where the product has been adapted, abused or altered.
- > The terms of this guarantee in no way limits legal and statutory rights.
- > Sleeppezee reserves the right to change specifications without prior notice as part of our continuous improvement policy.

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Thank you for purchasing your Sleepeeze product. If you love your new mattress as much as we do, please leave us a review on Trustpilot.



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