

Product Guarantee and Care Guide

June 2026



Nestledown

QUALITY BEDS SINCE 1886

Thank you for choosing Nestledown

We're delighted you've chosen Nestledown and we hope you'll enjoy many restful nights on your new bed.

Please take a moment to read through the assembly guidelines carefully. If you have any questions or need assistance, our team is here to help.



Product care and maintenance: best practices

Your bed has been expertly made to provide lasting comfort and support. To help you get the most from it and to ensure your guarantee remains valid, please take a few moments to read through the following care recommendations:

Ventilation

Carefully unwrap your mattress or divan upon delivery and place it in a well-ventilated room for a few hours before using it. Mattresses with natural or foam fillings may have a mild scent initially, this is completely normal and should fade within 14 days. Loosen bed linen daily and maintain good air circulation to help your mattress stay fresh.

Fittings

To prevent damage to your divan, carefully remove the bag of fittings attached to the base before use.

Protection

Using a mattress protector will prolong the life of your mattress by minimising wear and tear and protecting against marks or stains.

Base

We recommend using a Sleepzee divan to ensure optimum support. An old or unsupportive base can lead to mattress sagging. If you've purchased a mattress only, make sure the base is solid and the correct size. For slatted bases, slats should be no more than 3" (76mm) apart.

Body impressions

Over time, natural settlement will occur where you sleep. This is completely normal and a sign that your mattress is contouring to your body.

Product care and maintenance: best practices

Feeling

Your new bed may feel different to what you're used to. Allow time for your body to adjust to the enhanced comfort and support.

Turning/rotating

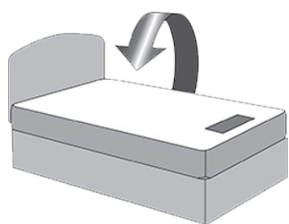
Regular turning/rotating helps distribute bodyweight evenly and extend the life of your mattress:

Double-sided mattresses: Turn and rotate weekly for the first 3 months, then monthly.

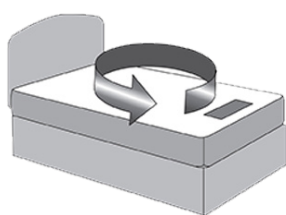
Non-turn mattresses: Rotate head to foot weekly for the first 3 months, then monthly.

Hotel collection: Ignore turning labels, follow the guidance above.

Handles: For are positioning only, never lift the mattress using them.



Turn



Rotate

Aeration

Replace sheets and covers regularly to encourage airflow and keep fillings fresh.

Use

A ridge in the centre of the mattress is caused by not using the centre of the bed. If you're a single sleeper on a larger mattress, rotate your sleeping position across both sides and the middle to minimise uneven wear.

Product care and maintenance: what not to do

Bend/roll

Do not bend, roll or fold your mattress. This can permanently damage the springs and fillings.

Overload

Avoid heavy or bulky objects on your mattress and do not overload divan drawers.

Max weight for standard and conti drawers is 15kg.

Remove labels

Never remove the mattress, base or fire safety labels.

Smoke

Never smoke or use open flames near the bed.

Jump, stand or kneel

No jumping, standing or kneeling on the bed, this can cause the mattress and base to dip.

Sit in one spot

Don't sit or kneel on one spot, especially on the edges, for prolonged periods as this can distort the springs and affect filling settlement.

Cleaning products

Avoid harsh cleaning products, instead, lightly dab stains with a damp cloth only.

Disclaimer - Mattresses have a tolerance of 2.5cm under or over the stated measurements.

Caring for your pillow top mattress

A pillow top adds an extra layer of sumptuous comfort to your mattress. To keep it feeling as luxurious as the day you bought it, simply follow these easy care steps:

- Settlement is natural and may be more noticeable due to the extra cushioning.
- Rotate weekly (head to foot) for the first 3 months, then monthly thereafter.
- After rotating, gently 'dress' the pillow top by smoothing and pulling the sides to help it keep its shape.
- These are single-sided mattresses, do not turn.
- Single users on large mattresses should sleep across all areas (both sides and centre) to reduce uneven settlement.

Note: King (5'0) and Super King (6'0) mattresses may show more signs of settlement due to the wider centre not being used as much.

Product guarantees

At Nestledown, we build products to last. The following guarantees apply from the date of purchase:

10 Years - Mattresses, divan bases and headboards

How to Claim

In the unlikely event of a fault, contact your retailer with proof of purchase, a description of the issue and photos if possible. If necessary, an inspection may be carried out before repair or replacement.

Terms and conditions

- General wear and tear, including staining, excessive soiling, abrasion, tears and burns, misuse and normal bed filling settlement are excluded.
- Guarantee is non-transferable and only valid from the original purchase date.
- Sleepzee reserves the right to choose the most cost-effective solution to resolve the issue. This may involve repairing the product, replacing the faulty component 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 only applies to goods purchased directly from us or through an authorised retailer.
- Guarantee will be void if care instructions are not followed or where the product has been adapted, abused or altered.
- Your statutory rights remain unaffected.

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