



Congratulations on the purchase of your new mattress.

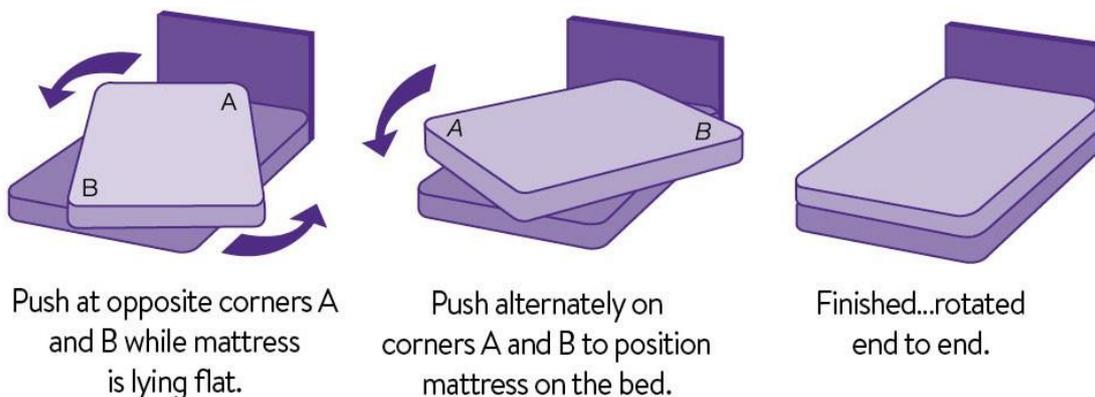
We always strive to provide you with the most comfortable and healthy sleep by offering you the highest product quality and durability. Please keep this card in a safe place. Should you face any problems, please contact our service department.

At The Bed Shop all our mattresses are sold with standard factory warranties. These may be either a 1 year, 2 year, 5 year, 10 year or 15 year warranty (from date of delivery) depending on make and model of the mattress you purchase - please see individual product information to determine the given warranty period for your chosen mattress.

To maximise the lifetime of comfort & support of your new mattress and to ensure your warranty remains valid, please see the conditions set out below:

Mattress Protector. For a mattress warranty to remain valid, a quality waterproof mattress protector must be fitted to the mattress, which protects from harmful moisture, prevents staining and other product hygiene related problems. Failing to do so can result in premature mattress wear and can void your warranty claim.

Mattress Rotation. It is important to ensure your mattress is regularly rotated end-to-end, as this maximises the life of the mattress by evening out wear - especially on a bigger mattress with two people using it regularly. During the first three months, it should be rotated every one to two weeks. After this initial period and for the remainder of the mattress's life, it should be rotated four times per year - once every three months. Do not attempt to rotate your mattress by yourself.



Solid Base. A mattress must always be placed onto a suitable platform, frame or base so that the support system can perform as intended by its design. Particularly with "pocket spring" mattresses, a solid non-flexible base or slat frame is necessary as these types of mattresses are designed to sit on a solid surface. There should also be adequate spacing between slats to ensure proper ventilation underneath the mattress.

Placing a new mattress onto an older spring base or unsuitable flexi-slat frame cause the springs to under-perform and prematurely wear out, and will also alter the feel of your mattress beyond its intended design. For example, some older inner-spring bases can cause excessive motion transfer across the bed, which will cause increased partner disturbance. Because of this, we always advise checking your existing base or frame to ensure it is a "solid" type, or for peace of mind we sell matching base sets or suitable bed frames for your mattress. Warranty can be void if mattress is used on an unsuitable base.

Bedding In Period. With any brand new mattress, it is normal to expect a slight difference in feel to the one you tried in-store. This is because all beds are designed with comfort layers which have to go through an initial "bedding in" period, much like a new pair of shoes needs to be broken in. With this in mind, it can take 1 to 2 months for the bed to become fully bedded in and "adjusted" to you, and vice versa - naturally it takes a bit of time to get acclimatised to a new mattress which will feel quite different to your old one!

Body Contour. Over the lifetime of your mattress (and particularly during the first 3-12 months of use), it's normal to expect a degree of "body contouring" as the comfort layers adjust to your body shape and settle in as designed. Anything up to 35mm of contouring on a pillow-top or euro-top mattress, or up to 25mm on a non-pillow-top (flat top) mattress is considered normal across the New Zealand bedding industry. These body impressions will develop on any new mattress and do not constitute a manufacturing fault within those ranges.

Normal Levels of Body Contouring



If you have any questions about your new mattress or these warranty conditions, our helpful team would be happy to explain further either in-store, over the phone or via email!

THE BED SHOP

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