# bodyshape

Care Guide & Guarantee

bodyshape

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Its as easy as 1,2,3...

**Step one**
Unpack your mattress in your room of choice. Dispose of packaging safely and keep it out of reach of children.

**Step two**
Leave your mattress in a well-ventilated room for 6-8 hours before fitting your bedding.

Please note once unrolled it can take up to 48hrs for your mattress to fully recover.

**Step three**
Enjoy a fantastic night's sleep!



# Frequently asked questions

Here’s what our customers ask most about our Bodyshape mattresses.

**Will it take time to adjust to my new mattress?**
It could take a little time to adjust. Give yourself at least **2 weeks** to adapt.

**Do I need to turn it?**
No need to flip this mattress! Just rotate it every **3 months.**

**How do I clean it?**
Vacuum the surface or spot clean if necessary.



# What base can I use?

Bodyshape mattresses are suitable for almost any flat surface.

**Flat base**

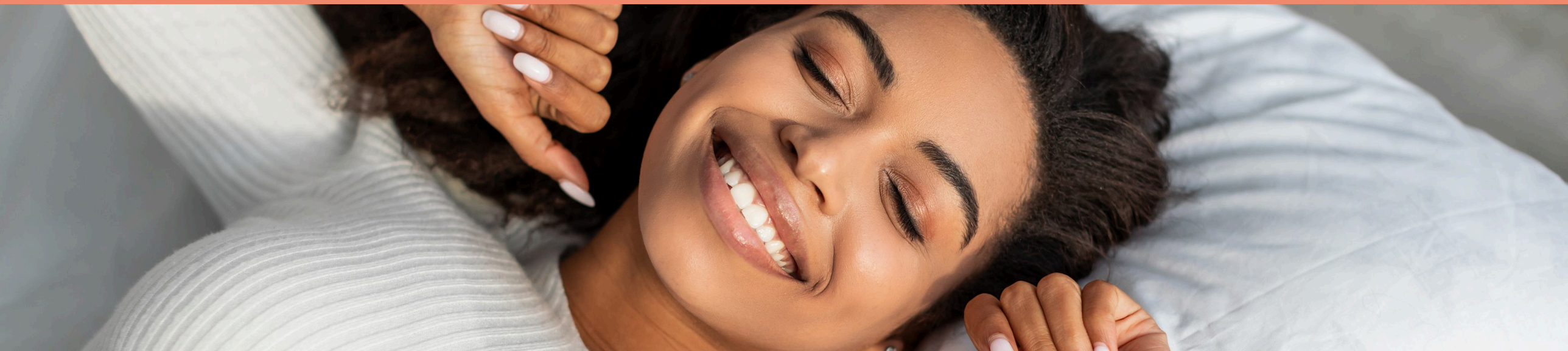
A flat or divan base provides lots of support under your mattress.



**Slatted base**

A slatted base works, too! Ensure your slats are solid, secured into the base, and spaced less than 10cm apart.





# Your guarantee

Every mattress is made to a high standard and comes with a manufacturer's guarantee from the date of purchase.

The guarantee length varies by mattress, and you'll find it on your order confirmation and on **mattressonline.co.uk**



# Guarantee information

In order to make a claim, use the contact info on the next page to get in touch.

**Ensure you have the following details to hand:**

- Your name & date of purchase
- model (see label)
- Size

**The supplier will not cover a fault if it is deemed to show the following:**

- Any misuse or general wear and tear
- Any causes other than faulty manufacturing
- Mattress has not been protected and is soiled
- Use of an unsuitable base
- Care instructions haven't been followed

The supplier reserves the right to substitute alternative materials or models if the original is no longer available.



## Any questions?

If you have any questions about your Bodyshape mattress, or simply want to know more about sleep, don't hesitate to get in touch!

01709 780 881

Customerservice@mattressonline.co.uk

Mattressonline.co.uk/Contact

**Connect**

