

bodyshape



Care Guide & Guarantee



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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.

Step three

Enjoy a fantastic night's sleep!





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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. You can dry-clean the cover if you need to.



What base can I use?

Horizon 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

Your guarantee covers your mattress against faulty workmanship and materials from the date of purchase.



Your mattress has a 3-year guarantee



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

