

Hello. It's me.

Your guide to your new mattress.

High-quality fillings for  
refreshing comfort.





# Setting up your mattress

It's as easy as 1, 2, 3

## Step 1

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



## Step 2

Leave your mattress to air in a well-ventilated room for **2-3 hours** before fitting your bedding.

Air the mattress daily for the first week.



## Step 3

Hit the hay! It's time to enjoy your snuggly new mattress.



# Frequently asked questions



# Frequently asked questions

Here's what our customers ask most about our Classic Gold mattresses.

## Will it take time to adjust to my new mattress?

It may take some time for your body to adjust to the comfort fillings in your new mattress.

Give yourself at least **2-3 weeks** to adapt.

## Do I need to flip it?

This mattress is double sided. This means you need to flip your mattress regularly to keep it in great shape!

## How do I clean it?

This mattress is **dry-clean only**.

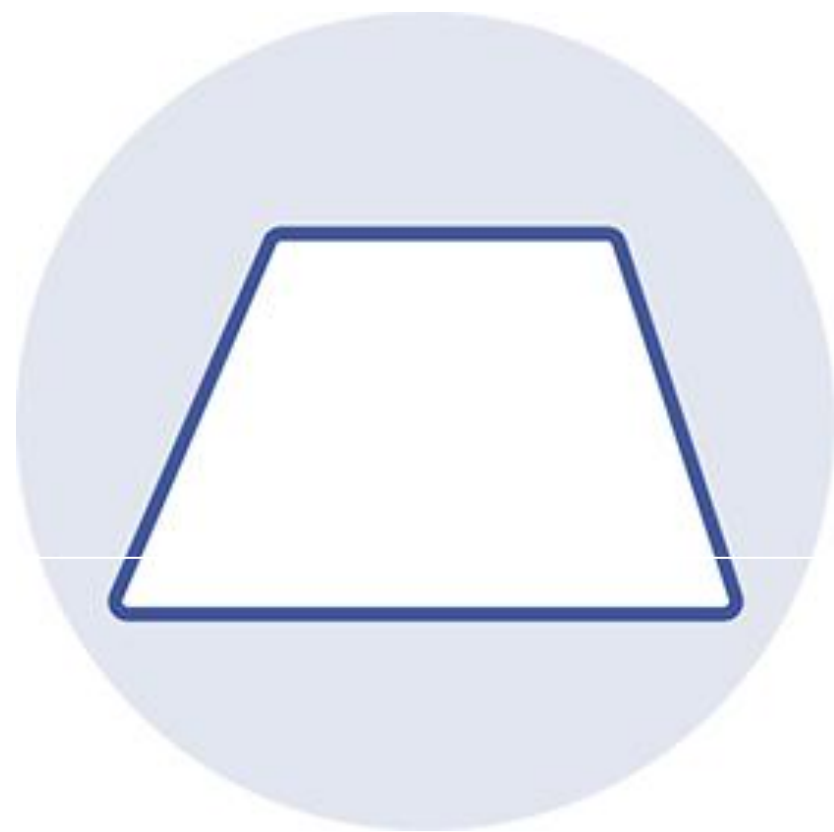
To protect your mattress we recommend you buy a mattress protector to preserve the quality of your mattress.

# What base can I use?

Classic Gold mattresses are suitable for any flat base surface.

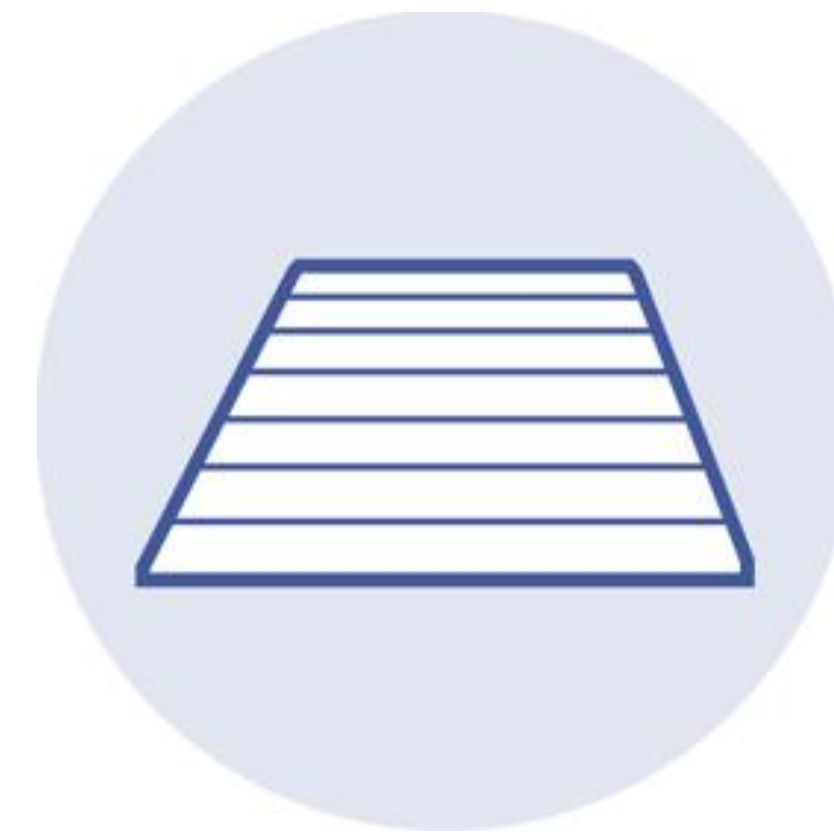
## Flat base

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



## Slatted base

A slatted base works, too! Ensure your slats are solid, wooden, secured into the base, and spaced **less than 6cm apart** and **no more than 10cm apart**.



# Your Guarantee



## Your guarantee

Your guarantee period covers the mattress against faulty workmanship and materials for **1 year**.

We repair or replace your mattress **free of charge during the guarantee period**.

You may be asked to provide photographs for proof of the claims.

This guarantee doesn't cover:

- Normal ageing
- Wear and tear
- Changes in hardness of any components
- Light discolouration
- Dislike of the smell of the components



## 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

- Name & date of purchase
- Model (see label)
- Size

### Things to know:

- This Guarantee applies only when the product has maintained within the lines of the care instructions.
- The suppliers refuse service if it's deemed the following:
  - If the fault is not a result of poor workmanship or faulty materials
  - Used without bed linen
  - Using the mattress with a base that it is not designed for
  - If the product has been bent or folded
  - Excess wear and tear (e.g jumping on the product, or repeated localised pressure on the edge)
  - If the product is soiled, in unhygienic condition or has been abused

## Any questions?

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

### Call

01709 780 881

### Email

[customerservice@mattressonline.co.uk](mailto:customerservice@mattressonline.co.uk)

### Visit

[mattressonline.co.uk/Contact](https://mattressonline.co.uk/Contact)

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