

Hello. It's me.

Your guide to your new mattress.

**A Mattress Online  
Top 10 Rated Mattress!**



# Setting up your mattress

It's as easy as 1, 2, 3

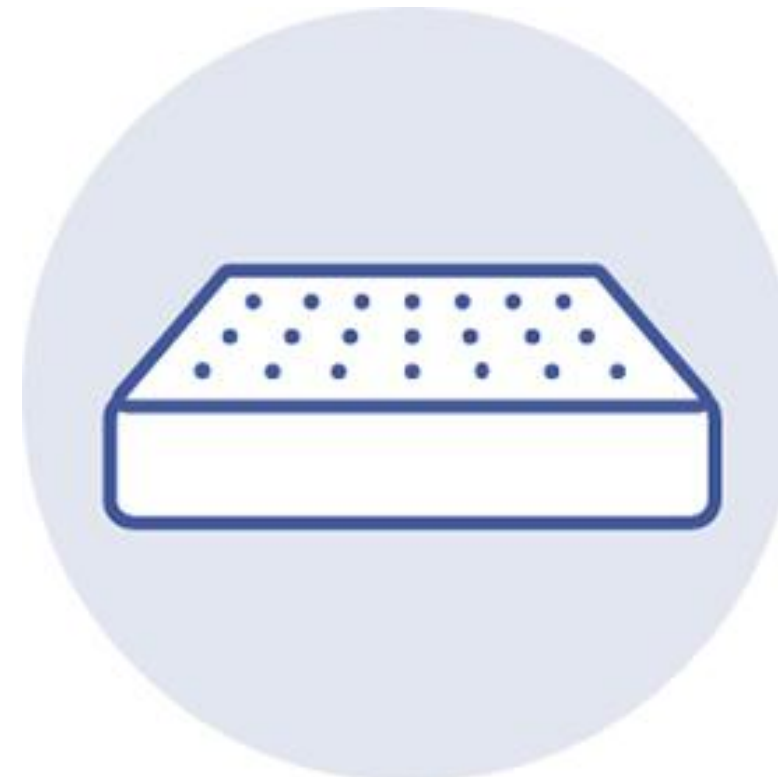
## Step 1

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.



## 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 Ortho mattresses.

## Why does my new mattress have a funny smell?

Due to the fire retardant treatment used on this mattress, it is possible it could have a slight odour when first unwrapped.

Give your new mattress **2-3 weeks** to bed in in a well ventilated room.

## Do I need to flip it?

This mattress is double sided, so will need to be flipped seasonally. We suggest you flip your mattress as well as turn it top to toe **every 3 months**.

## How do I clean it?

**Dry-clean only.**

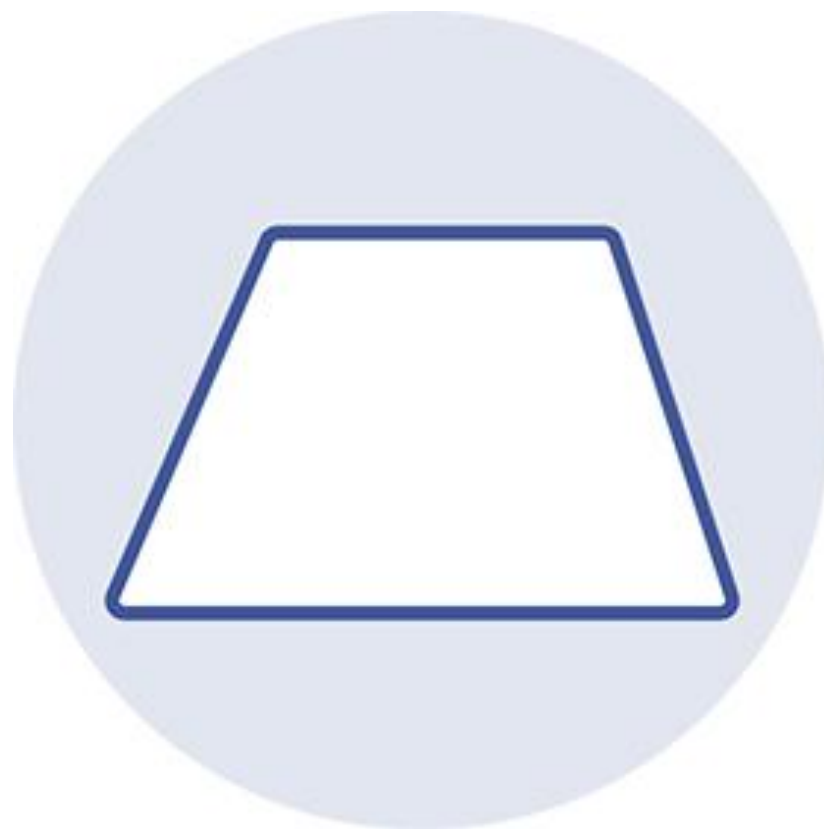
We recommend using a mattress protector and airing your mattress **every 3 months**.

## What base can I use?

We recommend a flat base bed with your Classic Gold Ortho Mattress.

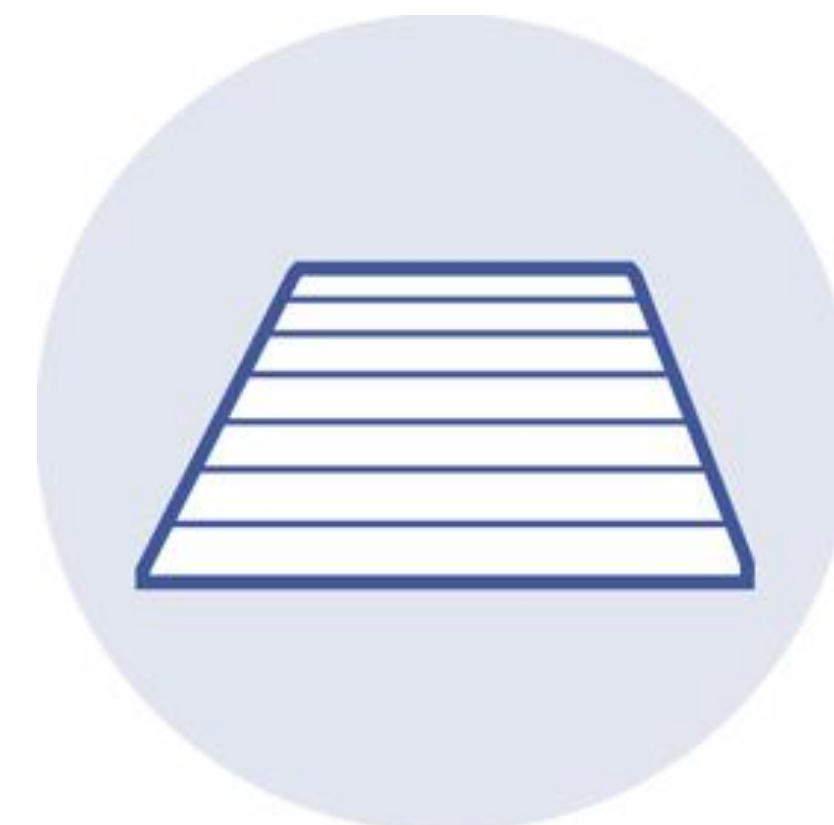
### Flat base

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**.



# Your Guarantee



## Your guarantee

Your guarantee covers your new mattress against faulty workmanship and materials for **1 year**.

Repairs are undertaken at the manufacturers discretion **free of charge during this 1 year period**.

You may be asked to provide photographs of the mattress to prove visible and excessive wear for the age of the mattress.

The guarantee does not cover:

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

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

- Use without bed linen.
- Using a mattress with a base for which is not suitable.
- Bending or folding the mattress.
- Excessive wear and tear (e.g. jumping on the mattress or repeated localized pressure on the edge).

## 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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