

HORIZON

care guide & guarantee



Setting up your mattress

It's as easy as 1, 2, 3

Step 1

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



Step 2

Leave your mattress in a well-ventilated room for **3-4 hours** before fitting your bedding.



Step 3

Enjoy a fantastic night's sleep!



Frequently asked questions

Here's what our customers ask most about our Horizon 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.

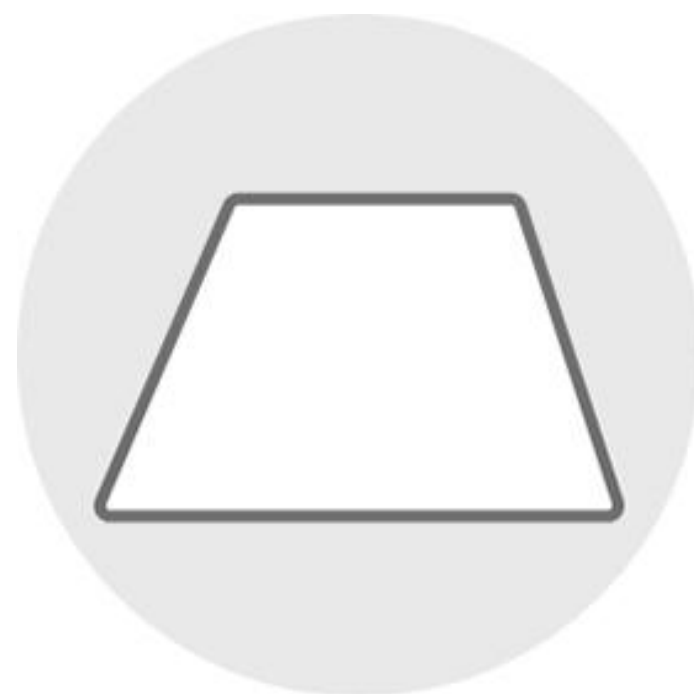
You can dry-clean the
cover if you need to.

What base can I use?

Horizon mattresses are suitable for almost any flat surface.

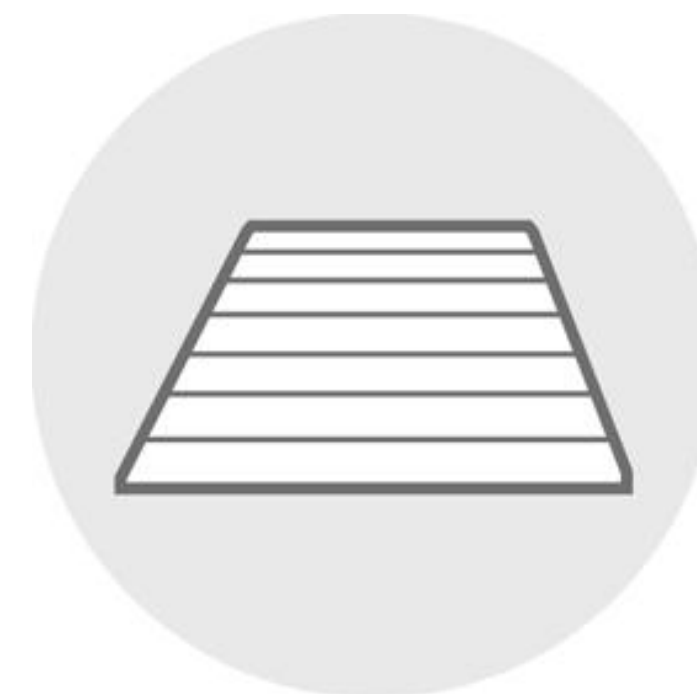
Flat base

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 **5-year guarantee**



Your mattress cover
has a **1-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:

- 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 Horizon 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

Visit

mattressonline.co.uk/Contact

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