

luna

care & guarantee booklet



# Setting up your mattress



It's as easy as 1, 2, 3

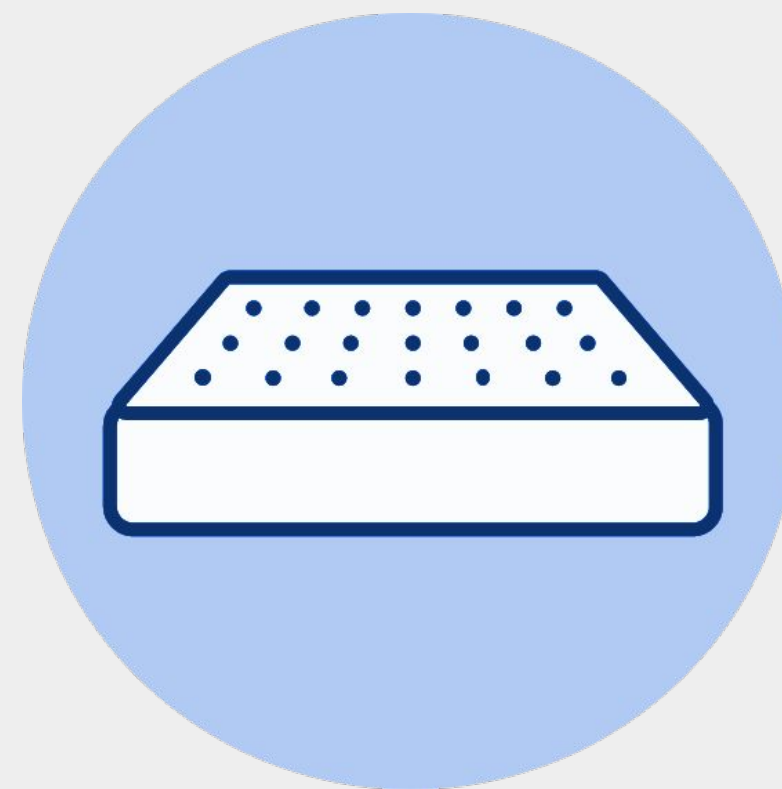
## Step 1

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



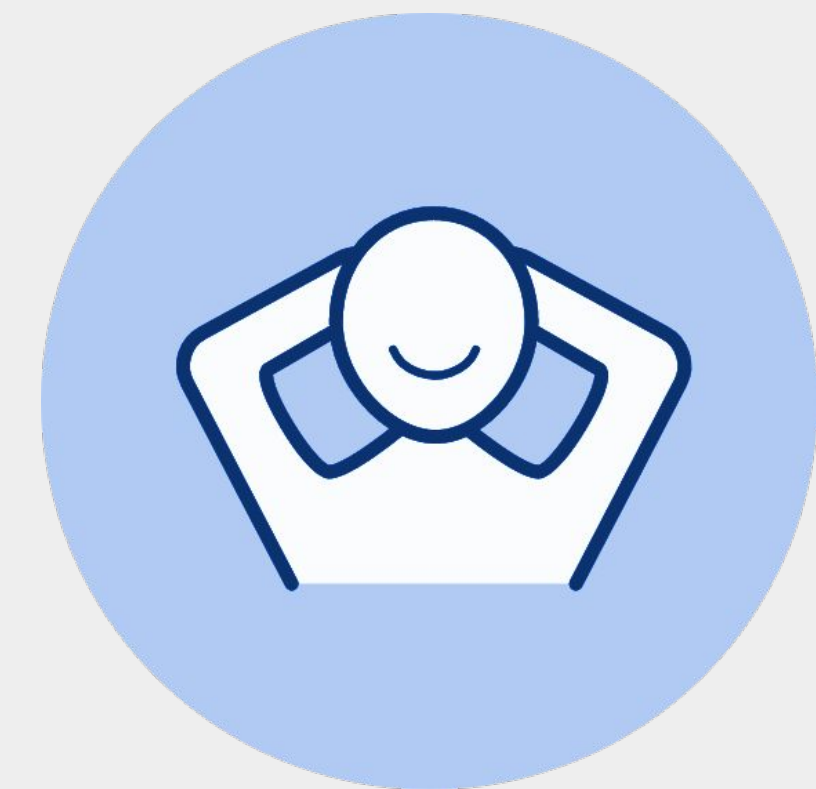
## Step 2

Leave your mattress in a well-ventilated room for **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 Luna mattresses.

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

It may take some time to adjust to your new mattress. 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 wash the cover at 30°C, too.

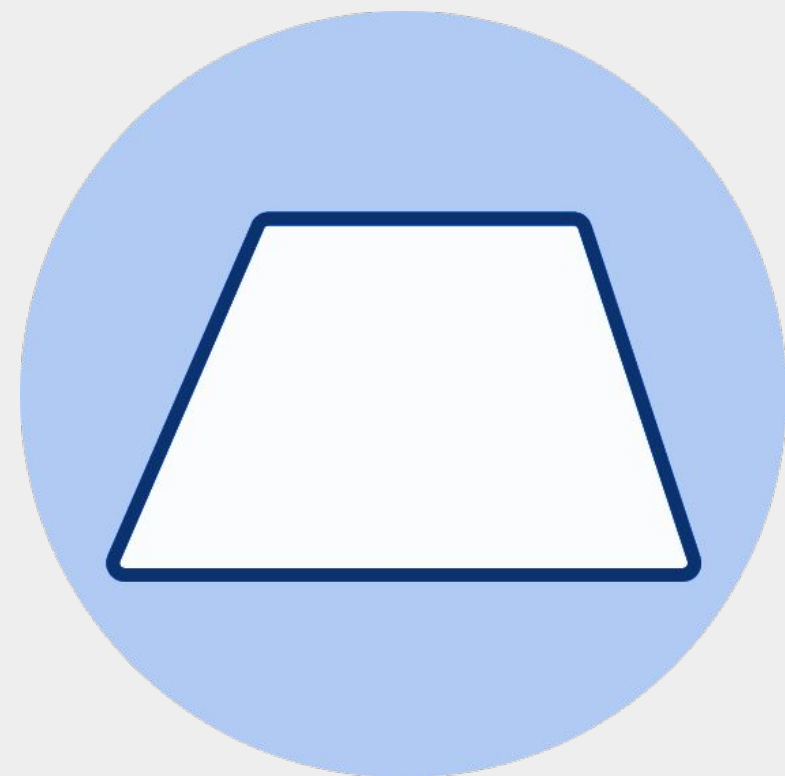


## What base can I use?

Luna mattresses are suitable for almost any flat surface.

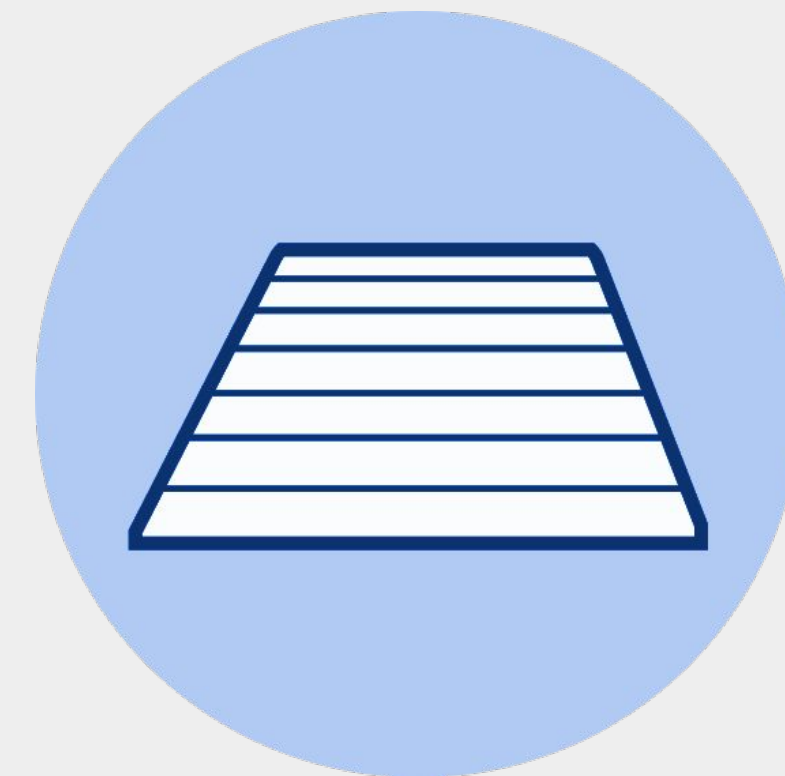
### Flat base

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



### Slatted base

Ensure your slats are solid and secured into the base. They should be 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 **10-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
- Product 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 Luna 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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