

Frequently Asked Questions

How do I keep my mattress in good condition?



All mattresses, whether they contain generous layers of natural upholstery, latex, memory foam or any combination of fillings will tend to settle, and more noticeably so under body weight, which is why it is so important to follow a regular rotating and turning regime to ensure an even spread of fillings. We also strongly recommend the use of a mattress protector to preserve your mattress and protect it from spillages.

Why doesn't my mattress fit on my base correctly?

All hand crafted mattresses can vary in size by +/- 2cm and is not a considered a fault. During transit the mattress can actually constrict, however with use it should return to its normal dimensions over the first 6 to 12 weeks.

Will the memory foam in my mattress make me hot?

Memory foam is a natural insulator and once warmed it conforms to body contours providing perfect support, thereby reducing stress and relieving aches and pains. Mattresses containing memory foam are cleverly designed to also feature breathable fillings and fabrics which promote air circulation and regulate your sleeping temperature.

Why is my memory foam mattress changing?

Yellowing of the foam is a natural occurrence and will not affect the performance of the mattress. Slight softening of memory foam within a mattress may occur over time, this is quite normal and is not considered a fault. We do not recommend use of electric blankets with memory foam mattresses.

Why does my new bed feel firmer than the bed we tried in the shop?

The firmness of the new mattress upon initial use may be slightly different to the bed in the shop. However with use, the characteristics will change due to the settlement of the mattress.

Can my mattress be used on a bedstead?

The maximum slat gap we support on bedstead frames is 70mm. We recommend that any bedframes with slat gaps bigger than 70mm should be fitted with pegboard sheeting between the slat base and the underside of the mattress to maintain our guarantee support.

Guarantee Information

For your peace of mind, Relyon offers a 10 year guarantee* on all mattresses, divans and headboards.

Relyon, via the retailer, will repair or replace, free of charge, any product that becomes defective due to faulty materials or poor workmanship.

In the unlikely event that a manufacturing fault develops during the guarantee period, please contact the retailer where you made your purchase with the nature of your complaint.

To assist the retailer you will need to provide the following information:

- Date of purchase
- Receipt of purchase
- Product name and size
- Full description of complaint

If identical materials are not available or if a particular model is no longer in production, Relyon reserves the right to use alternative similar materials. In particular, Relyon is unable to ensure that divan and mattress covers will match after stocks of fabric are exhausted.

Following replacement or repair, the guarantee will remain valid from the date of original purchase.



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The best beds in the world



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Care and Maintenance Instructions

PLEASE READ THIS LEAFLET CAREFULLY AND FOLLOW THE INSTRUCTIONS BEFORE USING YOUR NEW BED

Please keep this instruction leaflet in a safe place

Thank you for purchasing your new Relyon bed or mattress.

Please take a few moments to read this leaflet so that your bed will continue to give a wonderful night’s sleep for many years to come.

On Delivery

A Relyon mattress, divan and headboard are all heavy items. To avoid the risk of injury we advise that 2 people put the bed together. On mattresses with handles, please note these are provided to assist with turning, but they should not be used to carry the mattress for any lengthy distance.

Please take care not to pierce the fabric if using a sharp implement to open the packaging.

Remove all fibre corner protectors and any plastic clips, taking care not to damage the fabric.

Once unwrapped, leave your mattress uncovered for a couple of hours to let it breathe to allow any condensation and initial odour to escape. Due to the very nature of the Relyon mattresses being handmade we allow a tolerance of +/- 2cm in their overall size. During transit the mattress can actually constrict, however with use, it should return to its normal dimensions over the first 6 to 12 weeks.

Divans and headboards come with their own detailed assembly instructions, please follow these instructions ensuring the castors, glides or legs are fitted prior to use, then tighten them periodically.

Divan bases with drawers will have protective fabric securing each drawer. These will also need removing by firmly pulling the fabric away from the base and extracting any staples which hold these in place.

Please dispose of protective polythene packaging and corners responsibly due to the threat posed to small children and to the environment.

Upholstery Settlement

The fillings used in Relyon mattresses may settle over the first few weeks or months. Do not worry if hollows appear in the sleeping areas of your mattress leaving a central area of unsettled fillings. This is a result of the fillings compacting under your body weight. Compression through use over time is quite normal and not a fault.

By following the turning and rotating instructions below, this will help to create an even filling settlement and compression over the mattress surface.

Turning & Rotating Instructions

The label on your mattress will indicate if the mattress needs regular turning, or simply rotating on the same side.

Regular Turn Mattress
Turn and rotate your mattress once a week for the first 3 months and then once a month thereafter to ensure longevity.

No Turn Mattress
Your mattress will still need to be rotated once a week for the first 3 months, then every 3 months thereafter to ensure even settlement across the surface of the mattress.

Memory Foam Mattresses
Our memory foam mattresses react differently to temperature, they feel firmer in a cold room, but will soften with body heat. This is quite normal and not a cause for concern. Over time the mattress may soften and compress slightly under areas of most body weight, which is why rotating your mattress is so important. We do not recommend the use of electric blankets with memory foam mattresses.

Zip and Link Mattresses
Zip & Link mattress should be unzipped, turned and rotated together so that the labels are always at the same end of the bed and the zips are aligned correctly.

Mattress Protection
To prevent discolouration or marking of your mattress, we strongly recommend the use of a mattress protector. Avoid using a plastic sheet as this will lead to damage through condensation. Any staining will void your guarantee.

Airing Your Mattress
We advise airing your mattress at least once a week by turning back the bed linen to allow air to circulate around and through the mattress.

Cleaning Your Mattress and Divan
We advise cleaning your bed every few months with a soft bush to remove dust and to keep it fresh. Stains and spillages should be absorbed using a dry cloth or paper towels. Do not use detergents or chemical cleaners as this may bleach or disintegrate the fabric.

Different Types of Bases
If you have purchased a mattress only, please ensure that your base is in good working order. If you are using a slatted base, we recommend the use of a ventilation peg board if the slats are more than 70mm apart. If you are using an old base, this may appear to be in good shape initially, but you should consider whether this will last another ten years or so. If the base is damaged in any way, this could have a detrimental effect on your mattress, and could therefore invalidate your guarantee.

If your bed base has drawers, be careful not to overload them with bulky or heavy items. The weight limit for a standard drawer is 15kg and 25kg for a timber drawer with dovetail joints.

A Few ‘Don’ts’
Do not fold or roll your mattress as this will damage the spring unit, and the tufts may come through. This will be detrimental to the comfort of your mattress and will invalidate your guarantee.

Do not jump on your bed. This will cause irreparable damage to the springs, cover and the base of the bed.

Do not habitually sit on the edge of your mattress for prolonged periods of time, as this will cause localised compression of fillings and damage to the mattress borders.

Never use your mattress either in a plastic bag or with a plastic bag between mattress and divan, as this will lead to damage through condensation.