

The background of the advertisement is a photograph of a bedroom. On the left, a bed with a dark grey upholstered headboard is shown. It has a white sheet, a pink quilted duvet, and several pillows in shades of pink, white, and teal. A teal blanket is draped over the foot of the bed, and an open book lies on it. A dark wooden drawer is pulled out from under the bed, containing books. To the right of the bed is a tall, dark teal wardrobe with multiple doors and drawers. The wall is painted a deep teal color. In the top left corner, a portion of a gold-colored lamp is visible. The overall lighting is soft and warm.

  
**REST  
ASSURED**  
BEAUTIFUL BEDS SINCE 1898

# *Full Manufacturer's Guarantee*

Our peace of mind pledge to you





# *Thanks for purchasing your new Rest Assured bed or mattress.*

At Rest Assured we take pride in the quality and durability of our products. We know that reliability and peace of mind matter to our customers, that's why we offer a full 5 years manufacturer's guarantee on all of our mattresses, upholstered divan beds and headboards.

## *Quality British Craftsmanship at affordable prices*



All of our mattresses are handcrafted for your ultimate comfort. We use premium zoned pocket springs and carefully selected quality comfort fillings to deliver blissful comfort, night after night.

FIND OUT MORE AT  
**REST-ASSURED.CO.UK/GUARANTEE**



## *Our peace of mind pledge to you*

**In a perfect world nothing goes wrong, but at Rest Assured we understand that sometimes things do.**

In the unfortunate event that you do experience manufacturing issues with your new bed or mattress, whether that's through faulty materials or less than perfect workmanship, we promise to repair or replace any part, or all of the product that is defective. There are care and usage instructions and terms and conditions to this guarantee that we ask you to comply with. This information is all detailed in this booklet.

Wherever possible, replacement product will be like for like. However, if a particular style, material or model is no longer available we will substitute appropriately from our current range.

### *What is covered?*

**We will cover any manufacturing fault, faulty workmanship or materials on:**

- **Mattresses**
- **Upholstered divan bases**
- **Upholstered headboards**

This guarantee only applies to product that has been purchased from an authorised Rest Assured retailer in the UK and Republic of Ireland. The guarantee is only intended for domestic products purchased and used for domestic purposes. The product must have been used and cared for in accordance with our manufacturer's guidelines and instructions and you'll find the details you need in this booklet under the Care and Usage Instructions section. The full terms and conditions of your guarantee are also listed in this booklet, please take the time to read through them.

**Guarantee applicable on purchases made from 2nd April 2019.**

### *I've got a problem, how do I make a claim?*

**To make a claim you will need to have your proof of purchase or delivery.**

Any claim made under this guarantee must be made through the retailer from whom the bed was purchased. Please ensure you retain your receipt as proof of purchase. Any claim must be made no later than 5 years from the date of purchase.

Your legal rights as a consumer are not affected by this guarantee.





## Care and usage instructions

**Our beds and mattresses are designed and tested to the highest British standards, we want you to enjoy a great night's sleep, night after night. To help maintain the quality and comfort of your mattress and bed, we've put together these care instructions for you:**

### GETTING USED TO YOUR BED

Chances are that the springs and upholstery in your old bed were not what they used to be, so your new bed may seem a little strange at first. Please allow time for your body to adjust to your new bed and for the fillings to settle.

### FILLING SETTLEMENT IS NORMAL

Due to modern day fillings being more sumptuous than their predecessors, settlement within your mattress should be expected and is perfectly normal.

Your new mattress is zoned to complement the human body and it is the underlying support system that ensures you are offered optimum support in the zoned areas. Some settlement in the filling layers is perfectly normal and there is no need for concern.

#### The main causes for settlement are attributed to:

- Extra pressure in areas where body weight is most pronounced.
- Body heat and moisture, which can escalate settlement and slow down the recovery process of the fillings.

#### Ensuring that your mattress is cared for properly may help to reduce settlement:

- Only use your mattress with a suitable base – one which will provide suitable support  
e.g. with slatted bed frames the slat widths should be 10cm and the gap between them no more than 7.5 cm

- If your mattress is double sided please turn and rotate it 'top-to-toe' regularly.
- If your mattress is single sided (indicated on the mattress label) rotate your mattress 'top-to-toe' so that settlement from body pressures are evenly distributed.
- Air your mattress daily by pulling bed covers back.

As with any soft furnishing product, your mattress will start to show settlement after several months of use. Whilst fillings may settle over time, the support system within your mattress will ensure that you receive many years of comfort from your mattress.

### LET YOUR MATTRESS BREATHE

After its removal from the packaging, please leave your bed uncovered for a few hours to allow any condensation to escape. To avoid risk of suffocation, please ensure that the polythene bag is well out of reach of children. The polythene bag is recyclable.

### TURN AND ROTATE YOUR MATTRESS REGULARLY

Unless you have bought a single sided 'No Turn' mattress, which will be indicated on the mattress label, it is important that you turn your double sided mattress over and rotate it from 'top-to-toe' once a week for the first two or three months and then monthly thereafter.

This will prolong the lifespan of your double sided mattress and ensure even settlement of the fillings. 'No Turn' mattresses should be rotated from 'top-to-toe' periodically to ensure even wear.

When turning or rotating your mattress please do not allow it to impact with or fall against the side of the bed as this may damage the spring system. We recommend having assistance when moving a mattress.

### **PROTECT YOUR MATTRESS**

We recommend that you use a breathable mattress protector, which will protect it from coming into contact with body moisture or other liquids.

### **DO NOT USE DETERGENTS OR CHEMICAL CLEANERS**

Using detergents or chemical cleaners on your mattress may damage the fabric and stitching. Unless otherwise stated your mattress cover is not removable or suitable for washing. If the mattress cover does state it is suitable for washing, please ensure you follow the instructions on the label attached to the product.

### **ROLLED MATTRESS RECOVERY**

If you have purchased a rolled up mattress, please ensure that you unroll and place it on a bed in a warm room for 24 hours before use. After this time the mattress will fully regain its normal shape. Please note that recovery time will be faster when placed in a warm environment. The mattress cover should not be removed.

### **NEW MATTRESS SMELL**

It's quite normal for new mattresses to have a slight odour when unpackaged. This is nothing to worry about and by airing the mattress you will find that any odours will pass.

### **DO NOT BEND OR ROLL YOUR MATTRESS**

Your mattress may be delivered flat or rolled. Specialist equipment is used to roll a mattress. Please do not attempt to bend or re-roll your mattress yourself.

### **DO NOT OVERLOAD OR OVERFILL DRAWERS**

If your bed has drawers, they have been designed to take lightweight items only. Excessive weight can cause distortion or damage to the drawers. Overfilling them may cause them to jam. Maximum weight: Mini drawers - 7kg. Standard drawers - 15kg. Our ottoman beds have a maximum fill weight of 40kg and this should be spread evenly.

### **UPHOLSTERY**

#### **Micro suede**

Micro suede is a soft and durable fabric, making it an extremely popular choice. The fabric is water repellent and dirt resistant. However, should you need to remove any heavier stains, please use a neutral detergent, taking care not to over rub. Rinse with clean, lukewarm water.

#### **Woven fabrics**

Our luxurious woven fabrics have a soft, rich texture. These fabrics should be specialist cleaned only.

#### **Faux leather**

Faux leather has all the look of real leather, but is easy to care for. If you need to clean your faux leather headboard, simply wipe it with a clean, damp cloth.

#### **Velour**

A soft and silky fabric with fabulous plush texture. Take care when handling this tactile fabric as it can 'bruise'. You can gently brush it using a soft suede brush to remove any surface dust. Should you need to remove any stains or marks please contact a specialist cleaner.



# BED MAKING EXPERTISE

HANDED DOWN SINCE 1898

**At Rest Assured we know a thing or two about handcrafting luxuriously comfortable mattresses and beds at reassuringly affordable prices.**

Over 120 years of bed making expertise has been handed down through the generations, combining timeless design with tried and tested bed making techniques.



All of our mattresses and upholstered divan bases and headboards are designed and handmade in our home in Lancashire.



We're proud to be an approved member of the British Furniture Manufacturers (BFM) Trade Association – championing British manufacturing.



Every product type is tested for quality, safety and durability in our SATRA accredited test lab, ensuring we meet and exceed stringent UK safety standards.



**Sustainability Award**  
Awarded by The Furniture Makers' Company



Carbon Neutral Organisation



Zero TO LANDFILL

We're dedicated to having a positive impact on our planet right across our business and this commitment has been recognised by a number of independent bodies and awards.



The mark of responsible forestry



We're committed to creating a greener environment through our business practices and by sourcing materials from sustainable areas. That's why we're members of the Forest Stewardship Council® (FSC®C104461) and the Furniture Industry Sustainability Programme.



# Terms & Conditions



## Terms and Conditions of your Full Manufacturer's Guarantee.

If you wish to make a claim under the guarantee please check the conditions below and any in this booklet relating to your specific product. You must be able to provide proof of purchase/delivery to be able to register a claim. Your purchase must have been made through an authorised retailer of Rest Assured products within the UK and Republic of Ireland.

1. Your mattress may be delivered flat or rolled. Specialist equipment is used to roll a mattress. Please do not attempt to bend or re-roll your mattress yourself. This applies on delivery and should you need to move the mattress from room to room or house to house.
2. Please do not attempt to modify, alter or adapt your mattress, bed or headboard as this will invalidate your guarantee.
3. Your mattress must have been used in accordance with the care instructions and turned and rotated 'top-to-toe' if double sided or rotated 'top-to-toe' if single sided to help with settling the cushioning layers.
4. A single sided or 'no turn' mattress is usually indicated on the label. Single sided mattresses should only ever be used on the sleeping surface – label side up.
5. We are unable to accept items that are soiled or unhygienic.
6. We recommend that you use a breathable mattress protector from new to maintain your mattress.
7. The mattress should not be used without bed linen.
8. The mattress must be used with a suitable base – one which will provide suitable support e.g. with slatted bed frames the slat widths should be 10cm and the gap between them no more than 7.5 cm.
9. The weight tolerance of 7kg for the small drawers, 15kg for the standard drawer and 40kg for ottoman beds

has not been exceeded. Overloading the drawers can cause distortion or damage and may also cause them to jam. Ensure weight is evenly distributed.

10. We will be unable to accept a claim if the product has been subjected to unfair wear and tear or misuse.
11. This guarantee does not cover accidental damage and only covers defects in manufacture, materials or workmanship.
12. We may choose to instruct an independent third party specialist to carry out an in-home assessment of your product and claim to assist in our decision making.
13. This guarantee only applies to Rest Assured products that have been purchased from an authorised retailer in the UK and Republic of Ireland.
14. This guarantee only applies to domestic products that have been purchased and used in a domestic setting. This guarantee does not apply to commercial products or premises.
15. This guarantee can't be transferred to anyone else if you decide to sell your Rest Assured product within the guarantee period.
16. This guarantee is a manufacturer's guarantee and is limited to repair or replacement at our discretion. You may have additional rights under the Consumer Rights Act 2015 with your retailer. It is usual for your retailer to deal with your claim in at least the first year after purchase, so always check with them first.
17. This guarantee does not affect your consumer rights.

**Rest Assured**  
**Long Ing Business Park**  
**Long Ing Lane**  
**Barnoldswick**  
**Lancashire**  
**BB18 6BJ**  
**Enquiries@rest-assured.co.uk**



**Rest Assured Beds**

Don't forget to give us a Like on Facebook to keep up to date with our latest products, promotions and news.

**rest-assured.co.uk**

February 2019