Silentnight Guarantees

Manufacturers Guarantee

Silentnight provides a manufacturer's guarantee designed to protect customers if an eligible product exhibits a manufacturing fault, faulty workmanship, or material defect during the applicable guarantee period.

Where a valid claim is made, Silentnight may repair or replace the affected part of the product, or the whole product where required.

Replacement products are supplied on a like-for-like basis wherever possible. If the original style, material, or model is no longer available, Silentnight may provide a suitable alternative from its current range.

Products covered

- Silentnight mattresses (all brands including Rest Assured)

Guarantee period

Silentnight mattresses, upholstered divan bases, upholstered headboards and upholstered bed frames are already covered by a 5 or 10-year manufacturer's guarantee, subject to the relevant terms and conditions (detailed in the Guarantee Brochure) and the product being used and cared for correctly.

Customers who register at Silentnight.co.uk, within 3 months of purchase will now also benefit from this Silentnight Lifetime Guarantee.

The guarantees period runs from the original date of purchase. Customers should check their receipt, order confirmation, delivery paperwork, product packaging, or product label if they are unsure which guarantee applies to their specific product.

Silentnight Lifetime Guarantee

The Silentnight Lifetime Guarantee covers the product for its defined product lifetime, beginning on the date of purchase. The defined lifetime varies by product category.

Mattresses: 15 years

Eligibility requirements

- The product must have been purchased from an authorised Silentnight retailer (MattressNextDay) in the UK or Republic of Ireland.

- This guarantee cannot be transferred to anyone else if you decide to sell your Silentnight product within the guarantee period.
- The product must be intended for, purchased for, and used for domestic purposes only.
- The product must have been used and cared for in line with Silentnight's care and usage instructions.
- The customer must retain suitable proof of purchase or delivery.
- Registration must have taken place within 3 months of original purchase.

How to register

- Register here: https://www.silentnight.co.uk/register-your-lifetime-guarantee

- And on the form on the Silentnight website, under '*Retailer purchased from*' please write "MattressNextDay".

How to make a claim

1. Check where the product was purchased and review the retailer's guarantee terms.
2. For issues during the first year of purchase, customers should usually contact the retailer first, as the retailer will normally handle the claim.
3. If the product was purchased directly from Silentnight, or if the retailer guarantee period has ended but the product remains within the Silentnight manufacturer's guarantee period, customers can contact Silentnight directly.
4. Before starting a claim, customers should have proof of purchase or delivery available and retain the product until advised otherwise.

Care and usage responsibilities

Customers are expected to follow the Silentnight care and usage instructions in the booklet to help maintain product quality and comfort. This includes allowing time for the body to adjust to a new mattress, recognising that some filling settlement is normal, using the product with a suitable base, and following any product-specific turning, rotating, airing, cleaning, and usage instructions.

What is not covered

- Normal wear and tear, including expected settlement of fillings.
- Accidental damage, misuse, neglect, wilful damage, or abnormal storage.
- Damage caused by using the product contrary to Silentnight's care and usage instructions.

- Products purchased from unauthorised sellers.
- Products used for commercial or non-domestic purposes.
- Issues that arise because the product was used with an unsuitable base or support system.

Important notes

- The Silentnight manufacturers guarantee and the Silentnight Lifetime Guarantee are in addition to, and do not affect, statutory consumer rights.
- Customers should keep proof of purchase safely for the full guarantee period.
- Where a product is replaced, the replacement does not normally restart or extend the original guarantee period.
- Claims may require return of the product or additional evidence before a decision is made.

Beyond the 5- or 10-year guarantee period

Where a repair is not possible or not economically viable, and a valid claim is accepted Silentnight will offer a credit towards a replacement product. This credit will be calculated as a percentage of the original purchase price of the product, based on the time elapsed since the date of purchase, as follows:

For Mattresses:

10-12 years: the credit under the guarantee is reduced by 25%

12 – 14 years: the credit under the guarantee is reduced by 50%

14+ years: the credit under the guarantee is reduced by 75%