

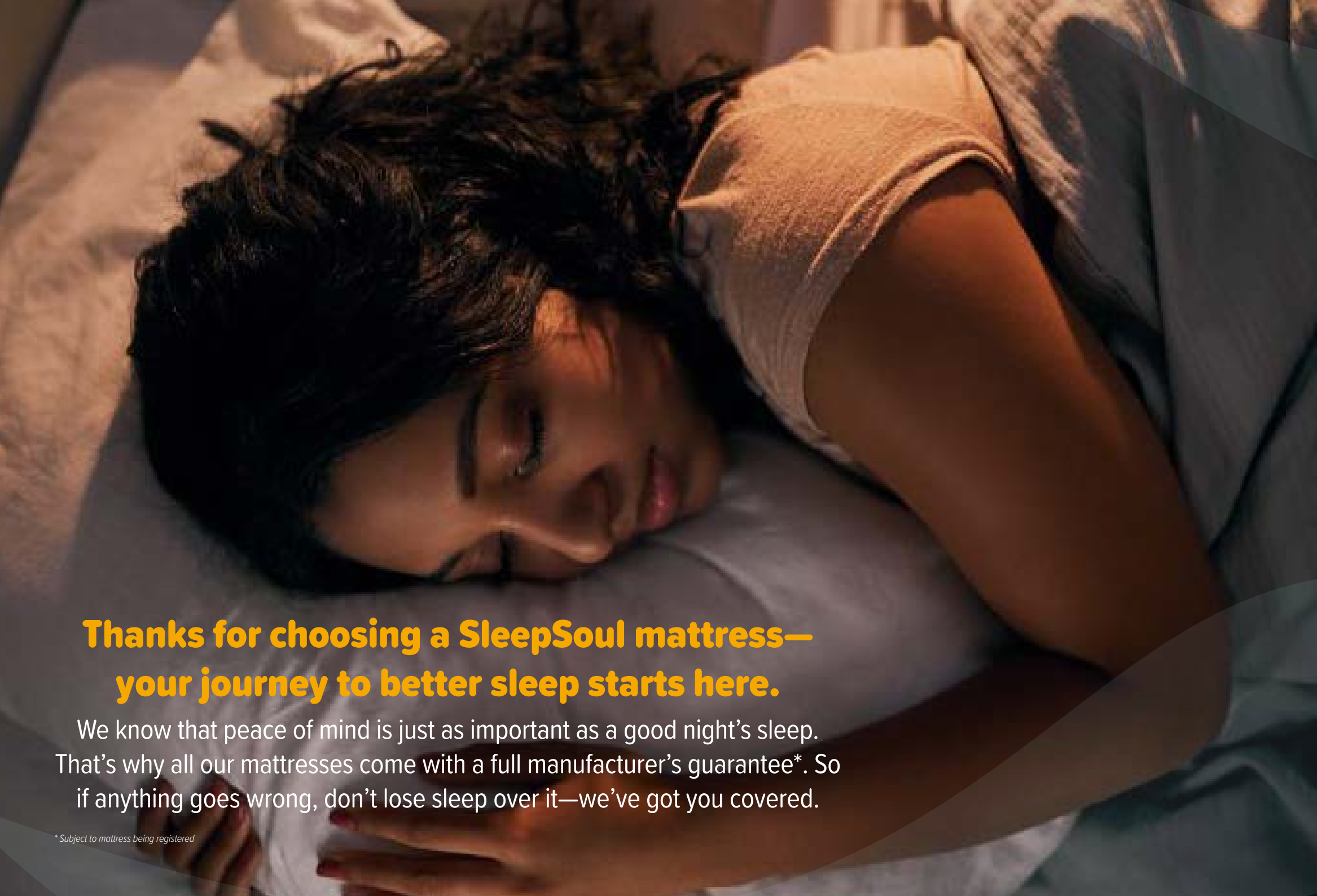
# SleepSoul

find your SleepSoul mate



## Sleep Tight — We've Got You Covered

Our guarantee's tucked in, so you don't lose sleep over it.



## Thanks for choosing a SleepSoul mattress— your journey to better sleep starts here.

We know that peace of mind is just as important as a good night's sleep. That's why all our mattresses come with a full manufacturer's guarantee\*. So if anything goes wrong, don't lose sleep over it—we've got you covered.

\* Subject to mattress being registered



### 10 Year Warranty

Make sure your mattress is registered **within 30 days** of purchase—this is essential for your warranty to be valid.

All our SleepSoul mattresses come with a 10-year warranty as standard, so you're guaranteed to get a decade of great sleep. This warranty is valid from the date that you receive your SleepSoul and is valid for the first 10 years of use.

If you have a problem with your mattress that is covered in the 10-year warranty, then please contact the retailer you purchased the mattress from. SleepSoul is a trade-only company so it is the retailers responsibility to confirm to SleepSoul that there is an issue with your mattress. Please do not contact SleepSoul directly.

### Register your Warranty

Scan this QR code or visit [sleepsoul.co.uk](https://sleepsoul.co.uk) and sleep easy knowing you're covered.



Subject to terms and conditions, available on  
[SleepSoul.co.uk](https://sleepsoul.co.uk)

# Let's Keep It Comfy

Make sure your mattress is registered **within 30 days** of purchase—this is essential for your warranty to be valid.

## Caring for Your SleepSoul Mattress

At SleepSoul, we believe in making every night a dream come true. To ensure your mattress and pillows stay as fresh and supportive as the day you unboxed them, here are some simple care tips:

### 1. Rotate Regularly

Every 3–6 months, rotate your mattress 180° to maintain even wear. This helps preserve its shape and comfort.

### 2. Keep It Clean

Vacuum your mattress regularly to remove dust and debris. For spills or stains, spot clean with a mild detergent and a damp cloth. Avoid soaking the mattress to prevent damage.

### 3. Protect It

Use a mattress protector to shield against spills, allergens, and dust mites. This simple step can significantly extend the life of your mattress.

### 4. Let It Breathe

After unboxing, allow your mattress to fully expand for up to 24 hours before use. This ensures it reaches its optimal comfort level.



### 5. Stay Warm the Right Way

All SleepSoul mattresses are safe with an electric blanket — just follow the blanket's instructions and avoid high heat settings. Keep your mattress away from radiators or heaters, as excess heat can damage the materials.

### 6. Warranty Registration

Don't forget to register your SleepSoul product to activate your 10-year warranty. Visit [sleepsoul.co.uk/register-your-warranty](https://sleepsoul.co.uk/register-your-warranty) to get started.

### 7. Bed base?

Your mattress will work perfectly on either a solid platform base or a slatted base—as long as the slats are no more than 7cm apart. Just make sure it's supportive and sturdy, and you're good to go.



# Making a Warranty Claim: Step-by-Step

At SleepSoul, we're here to help if something isn't quite right with your mattress. To make a warranty claim, just follow the steps below:

## Step 1: Check Your Registration

- Make sure your mattress was registered within 30 days of purchase—this is essential for your warranty to be valid.
- You can register your mattress by visiting [sleepsoul.co.uk/register](https://sleepsoul.co.uk/register) and filling out the quick form with your purchase details.
- When making a claim, include a screenshot or confirmation email that shows your completed registration. If you're not sure whether you've already registered, get in touch—we'll help you check.

## Step 2: Provide Proof of Purchase

- The retailer will need a copy of your receipt or order confirmation email to verify when and where you purchased your mattress.
- This helps to confirm that your claim is within the warranty period.
- If you bought your mattress as part of a bundle or promotion, just send whatever purchase documentation you received—whether that's a digital invoice, email confirmation, or printed receipt.

## Step 3: Gather Supporting Info

- A short description of the issue (e.g., sagging, lumpiness, broken stitching)
- Clear images that show the problem from a few angles
- The mattress batch number (starts with SLEO), found on the label sewn under the fire-safety tag—usually near the foot of the mattress

## Step 4: Send it all to the Retailer

- Submit all the information above to the retailer where you purchased the mattress.
- The retailer will handle your warranty claim directly with SleepSoul on your behalf and keep you informed about the next steps.

**Done!**



# SLEEPSOUL'S 10 YEAR MATTRESS WARRANTY

## In this warranty

“You” / “Your” means the customer who purchased a brand new SleepSoul mattress from a stockist approved by Us..

“Us” / “Our” / “We” means Birlea Furniture Limited (Company No. 04231047).

This Warranty relates to the repair or replacement of your SleepSoul mattress in the unlikely event that your SleepSoul mattress suffers damage caused by manufacturing defects and, subject to the terms below, remains valid for a maximum period of ten years from the date of purchase. In order to benefit from this Warranty, you must first register this Warranty by completing and returning within 30 days of the purchase date (being the purchase date shown on your proof of purchase). The warranty must be registered on the SleepSoul website or alternatively please send the Warranty Registration Form to the following address: Birlea Furniture Limited, Birlea Way, Unit 6A-1, West Meadow Rise, Castle Donington, Derby, United Kingdom, DE74 2HL and comply with the following terms and conditions of this Warranty. To make a claim under the terms of the warranty, please complete the details requested and include proof of purchase. Notification of any claims during the first 12 months of use should be made directly to your supplier and not to Us.

### Terms and conditions

1.

To obtain the benefit of this Warranty you must retain the original proof of purchase and provide a copy of this when making a claim under this Warranty.
2.

This Warranty is only available on brand new SleepSoul mattresses purchased from Our approved stockists.
3.

This Warranty shall automatically expire on the tenth anniversary of your purchase date (being the purchase date shown on your proof of purchase).
4.

To obtain the benefit of this Warranty, the SleepSoul mattress must at all times have been:
- (a)

Used in conjunction with a suitable base unit, of equal size and quality.
- (b)

Used with a mattress protector on top.
- (c)

Used on a flat platform based bed or a slatted bed with slats no more than 7cm apart.
- (d)

Rotated 180 degree° every 3-6 months.
5.

It is a condition of this Warranty that prompt notification is given of any claims to avoid minor problems becoming major ones.
6.

In the event that we are satisfied that all of the above conditions have been complied with and subject to the Exclusions listed below, we will (at our sole discretion) either accept responsibility for a percentage of (i) the costs of repair of the defective mattress (or the damaged part of the mattress) (ii) the costs of the exchange of the defective mattress for a like for like replacement or if this is no longer available, a similar mattress; or (iii) a refund of the purchase price.
7.

The percentage of the costs will be responsible for will reduce in accordance with the table below:

| Time from date of purchase | Percentage of costs we will be responsible for |
|----------------------------|------------------------------------------------|
| Between 1 and 2 years      | 80%                                            |
| Between 3 and 4 years      | 60%                                            |
| Between 5 and 6 years      | 50%                                            |
| Between 7 and 8 years      | 30%                                            |
| Between 9 and 10 years     | 20%                                            |

8.

The Warranty is only valid (once you have registered it) in the United Kingdom.
9.

This Warranty provides benefits which are in addition to and do not affect your statutory rights under the Sale of Goods Act 1979.
10.

This Warranty is not transferable and is governed by English Law.
11.

This Warranty does not cover
- 11.1.

Defects which result from misuse, neglect, accident, abuse, improper handling, normal wear and tear, insects, fungus and mildew, wet or dry rot, rusting of metal components, staining, leaching, repair or restoration.
- 11.2.

Defects caused by breaching the manufacturer's recommendations for use, care or cleaning.
- 11.3.

Defects caused by the mattress being used for purposes other than for normal domestic use.
- 11.4.

Damage due to flood, fire, explosion, extremes of atmospheric and climatic conditions or other accidental external causes.
- 11.5.

Loss or damage to any property or any resulting loss or expenses or any consequential loss.
- 11.6.

With time, fillings will settle and this shall not be regarded as a defect.
- 11.7.

Any mattresses returned in a soiled or unsanitary condition.
- 11.8.

Mattresses if any visible rips are found on the mattress that look like a knife or scissor marks.

The exclusions listed in paragraphs 11.1 to 11.8 above being the “Exclusions”.

# Birlea®

## Our Flagship Brand

Birlea is a family-run furniture manufacturer based in the Midlands, with over 25 years of expertise crafting quality, design-led home furnishings—from beds and sofa beds to stylish chairs and premium mattresses.

## FIRA Accreditation

Birlea is accredited by the Furniture Industry Research Association (FIRA)—the UK leader in furniture safety testing. Our mattresses meet strict standards for strength, durability, and performance. FIRA's independent approval gives retailers and customers confidence in products that are built to last and fully compliant with UK quality and safety regulations.

## Which? Consumer Awards

Our SleepSoul mattresses have earned multiple Which? Best Buy awards. The Space model has won five years running for durability and support, while Heaven and Bliss are praised for long-term comfort and breathability. Each mattress is tested to simulate over ten years of use—proving its quality and lasting performance.



Ecologi



★ Trustpilot

[birlea.com](https://www.birlea.com)



Psssst ...

Before you nod off don't forget to  
register your warranty

*(We promise not to bother you for at least 10 years)*

## Register your 10 year Warranty

Scan this QR code or visit [sleepsoul.co.uk](https://sleepsoul.co.uk)  
and sleep easy knowing you're covered.



*Subject to terms and conditions, available on*  
[SleepSoul.co.uk](https://SleepSoul.co.uk)

Make sure your mattress is registered  
**within 30 days** of purchase—this is  
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★ Trustpilot

For more information visit [sleepsoul.co.uk](https://sleepsoul.co.uk)