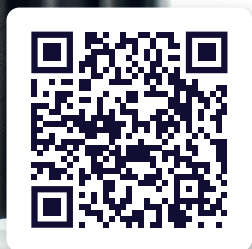


THANK YOU FOR CHOOSING  
YOUR NEW HIGHGROVE  
MATTRESS



Register your  
new bed

YOU COULD  
**WIN**  
BACK THE PRICE  
OF YOUR BED

To enter register your  
warranty online at  
[www.highgrovebeds.co.uk](http://www.highgrovebeds.co.uk)

WARRANTY AND ASSEMBLY  
INSTRUCTIONS

# CARING FOR YOUR NEW BED

Please unwrap your mattress immediately and dispose of the wrapping safely and out of the reach of small children.

Some mattress fillings may have been treated, mainly to meet the UK's strict flammability regulations. Occasionally, this can cause a resulting odour, especially when the mattress is unwrapped for the first time. This is normal and should disappear after the mattress has been 'Aired' for the first few days. Airing your bed every day for a minimum of 20 minutes is good practice and will allow body moisture to evaporate.

**N.B.** Mattress settlement is perfectly normal as the natural fillings compress and 'bed down' in line with your body shape and pressure points. Body impressions can be minimised by following these turning guidelines.

## Sleep both sides

If you have purchased a mattress which sleeps both sides, you should turn it over and rotate end-to-end every week for the first three months of using the mattress, then every three or four months after that. This will help the upholstery fillings to settle down more evenly.



**DO NOT** bend or fold the mattress as this can damage the spring unit or other internal core e.g. Latex - this would invalidate your warranty. Standing or jumping on your bed can cause damage – it is best not to allow children to use the mattress as a trampoline.



Never Soak  
Mattress

Never Bend  
Mattress

Never Stand  
on Mattress

## Single Sided Mattress Comfort

Mattresses designed as No-turn should still be rotated regularly 180 degrees to optimise durability and performance. N.B. Mattresses are heavy so turning is usually a two-person operation – don't try this on your own!



**DO** purchase a mattress protector. This is the optimal way of protecting your mattress and keeps it in a good condition. A washable cover will protect your mattress from stains which will 'de-validate' the warranty, and you could also buy covers made from purpose-made 'barrier' fabric if you have a dust allergy.

Keep your mattress clean. Vacuum the mattress and base from time to time to remove any dust particles. Should your mattress get stained or soiled, use a damp cloth with mild detergent and warm or cold water.

# COMBINED GUARANTEE AND WARRANTY

## SLEEP BOTH SIDES Never Bend Your Mattress

We guarantee to repair or replace any part of a mattress or bed base deemed to be defective due to faulty materials or workmanship as long as the bed is within the guarantee period. Your combined 10 year guarantee and warranty against faulty materials or workmanship applies to all models in our range – unless they have been sold as clearance items or, in the case of mattress only sales, have been placed on a base that is deemed unsuitable e.g. Pocket mattresses should not be used on a slatted base where there is more than a 70mm gap between each slat.

### Base Only Sales:

Where a base is purchased on its own it will be covered by a 1 Year replace or repair guarantee against faulty materials and workmanship.

**Please examine your purchase carefully on delivery and report any damage to the retailer where it was purchased within 48 hours.**

### Guarantee & Warranty Periods

All guarantee & warranty periods begin from the date of delivery. If you suspect that there may be a fault with your bed, please consult the section “Taking care of your new bed”.

If you still feel there could be a fault, then please contact the retailer where it was purchased in the first instance and, if necessary, they will arrange for a bed inspection.

### Highgrove Guarantee and Warranty

#### Terms & Conditions

The minimum guarantee you will receive with any Highgrove product is 1 Year

**Highgrove Bed Sets\*\* (mattress and base) 10 Years Combined Guarantee and Warranty**

**(5 Year Guarantee plus 5 Year Warranty)**

The extended guarantee and warranty applies when a new Highgrove mattress is purchased with a new Highgrove base.

\*\* Excludes Highgrove Classic Collection (see below)

Any base or mattress deemed to be subject to faulty materials or workmanship during the first 5 years will be repaired or replaced free of charge. Should the item be deemed to have developed a fault or faults after the first 5 years of ownership it will be repaired or replaced subject to the following usage charges (% of the current retail price):

In year 6 - **50%**

In year 7 - **60%**

In year 8 - **70%**

In year 9 - **80%**

In year 10 - **90%**

**Highgrove Base Only (includes Bedsteads) – 1 Year Guarantee**

**Highgrove Headboards – 1 Year Guarantee**

**Highgrove Ergomatic (mattress and base) 5 year Guarantee – includes motorised action.**

**Highgrove Mattress Only – 5 Year Guarantee** applies when the mattress is used with an approved Highgrove base. Please speak to your retailer about which base is suitable for your mattress.

**Highgrove Classic Collection** promotional models – 1 Year Guarantee.

## Terms & Conditions

### The guarantee and warranty shall not apply when:

- The product has been soiled or stained in any way.
- The product has been damaged accidentally after delivery.
- The product has been used commercially or has been misused in any way.
- The mattress has been bent or folded in such a way as to cause damage to spring units or fillings and upholstery.

### Additional information:

- All reasonable efforts will be made to match fabrics and colours where an item is repaired or replaced, however a match cannot be guaranteed.
- Where the repair or replacement of a bed is not possible we will offer you the opportunity to choose an alternative product. If you select a product which is more expensive than the nearest equivalent you will need to pay the difference.
- The guarantee is non-transferable and only applies to the original purchaser. Proof of purchase may be required.
- The guarantee and warranty only apply to our usual delivery areas within the mainland UK, Northern Ireland and via our distributors in Eire and the Channel Islands.
- We will always honour your statutory rights.

**For further information regarding your new bed/mattress please contact the retailer from where it was purchased.**

## THE FOLLOWING CONDITIONS APPLY TO THE GUARANTEE:

This guarantee applies only to goods purchased from an authorised retailer.

Any claim must be submitted in writing by the original purchaser to the supplying retailer within one month of the apparent defect becoming evident.

Under the law, the Contract of Sale exists between the retailer and the consumer. Consequently, any claims made under this guarantee must be made through the retailer from whom the bed was purchased. The claim must be supported by proof of purchase – original invoice or sales receipt.

It is the responsibility of the retailer which originally sold the items to arrange at-home product inspections in line with the retailer's own terms and conditions of sale.

In the event of a dispute, Highgrove may request a third-party inspection of the products by a recognised and qualified

organisation before agreeing to carry out repairs/replacements.

If the product in question has been discontinued and cannot be repaired then Highgrove reserves the right to supply an equivalent alternative.

The guarantee does not apply if the Highgrove bed care instructions have not been followed; where there is evidence of inappropriate usage or abuse of the product; if the products are soiled or are unhygienic; or where a mattress has been used with an unsuitable base.

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

This guarantee is not transferable.