

Silentnight
just sleep®

relax with
our full 10 year
manufacturer's
guarantee



we've got you covered

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We work tirelessly to ensure nothing goes wrong here at Silentnight but we understand that unfortunately sometimes things do.

If you do experience any manufacturing issues with your new 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 affected. We just kindly ask that you follow the care and usage instructions and follow the terms and conditions to this guarantee which are all found in this booklet.

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

We will cover any manufacturing fault, faulty workmanship or materials on our range of **Just Sleep mattresses**

This guarantee only applies to products that has been purchased from an authorised Silentnight 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, 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.



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

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Before making a claim, please make sure you have your proof of purchase or delivery.

step 1

Please check where you purchased your product from and the terms and conditions under which you made that purchase. In the first year of purchase it is usual for your retailer to deal with your claim. Some retailers may offer longer than a one year guarantee, so always check with them first. If you purchased directly from Silentnight then this is of course ourselves. Your legal rights as a consumer are not affected by this guarantee.

step 2

In the first year of purchase please contact the retailer you purchased from to register your claim. If you are contacting a retailer other than ourselves please follow their instructions.

If you purchased directly from Silentnight or you are making a claim after the first year of purchase and within the manufacturer's guarantee period (see information on earlier page) you can contact us directly to register your claim. Don't forget to check the terms and conditions under which you made your purchase as some retailers may offer a guarantee that is longer than one year.

The easiest way to register a claim with us is via our website [silentnight.co.uk/guarantee](https://www.silentnight.co.uk/guarantee)

To register your claim with us you will need to have:



- Proof of purchase or delivery
- Photographs that you can upload to our website including:
 - The full product – please remove bed linen
 - Images of the issue you are concerned about
 - Image of the bed base with the mattress removed

step 3

Upon receipt of your claim through our website we will send you a confirmation email. Our customer services team will log your claim and confirm next steps.

mattress care instructions



Our Silentnight Just Sleep mattresses are rolled for convenience and delivered right to your door.

To help maintain the quality and comfort of your new Silentnight Just Sleep mattress, just follow these easy care instructions in addition to those listed in the care instructions section of this booklet:

unrolling your new mattress

If your mattress is rolled simply follow these simple steps:

- 1. move to your bedroom** - keep the mattress rolled until you have it in your desired room.
- 2. remove the packaging** - using a pair of scissors, carefully and safely remove the protective plastic sheet without puncturing your new mattress. To avoid risk of suffocation, please ensure that the plastic bag is well out of reach of children. The polythene bag is recyclable.
- 3. roll out the mattress** - place the mattress on to your bed and unroll.
- 4. let it settle** - for optimal comfort, leave your mattress to settle for 24 hours in a well ventilated room before trying it out.

how to care for your product

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rolled mattress recovery

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.

let the mattress breathe

After its removal from the packaging, please leave the mattress uncovered for a few hours. To avoid risk of suffocation, please ensure that the polythene bag is well out of reach of children. The polythene bag is recyclable.

do not use detergents or chemical cleaners

Using detergents or chemical cleaners on your mattress may damage the fabric and stitching. The mattress cover should not be removed or machine washed.

do not bend or roll the mattress

Specialist equipment is used to roll a mattress. Please do not attempt to bend or re-roll your mattress yourself.

rotate the mattress

Your Silentnight Just Sleep mattress is single sided and only the top should be used for sleeping. Single sided mattresses should be rotated from 'top-to-toe' periodically to ensure even wear. We recommend rotating it once a week for the first two or three months and then monthly thereafter.

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.

softening foam

If this is your first foam mattress, it may take a few days to get used to the feel as it is very different to a traditional spring mattress. Please be aware that slight softening of the foam may occur during the first few weeks but this should not be a cause for concern.

foam discolouration

Over a period of time, you will notice a yellowing of the foam. This is perfectly normal and is due to the properties within the foam, it will not affect either the quality or performance of your mattress.

how to care for your product

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filling settlement is normal

The zoned spring system in your new mattress has been scientifically proven to offer optimum support and improve your spinal alignment and posture. Due to modern day fillings being more sumptuous than they used to be, you should expect to see a little settlement in the filling layers of your mattress, this is perfectly normal and there is no need to be concerned.

The main causes for settlement are caused by:

- 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 like our upholstered bedframes & divans.

*If you have a slatted bed frame please make sure the slats are at least 10cm wide and the gap between them is no more than 7.5cm to make sure you and your mattress are supported properly.

- Rotate your single sided mattress 'top-to-toe' so that the settlement from body pressures are evenly distributed.
- Air your mattress daily by pulling back the bed covers.

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.

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. Silentnight offer a range of mattress protectors which you can buy from [silentnight.co.uk/bedding](https://www.silentnight.co.uk/bedding)

terms and conditions

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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 Silentnight products within the UK and Republic of Ireland.

1. Your mattress will be delivered 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, as this will invalidate your guarantee.
3. Your mattress must have been used in accordance with the care instructions and rotated 'top-to-toe' to help with settling the cushioning layers.
4. Single sided mattresses should only ever be used on the sleeping surface.
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. Silentnight offer a range of mattress protectors which you can buy from www.silentnight.co.uk/protectors.
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 75 cm.
9. We will be unable to accept a claim if the product has been subjected to unfair wear and tear or misuse.
10. This guarantee does not cover accidental damage and only covers defects in manufacture, materials or workmanship.
11. 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.
12. This guarantee only applies to Silentnight products that have been purchased from an authorised retailer in the UK and Republic of Ireland.
13. 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.
14. This guarantee can't be transferred to anyone else if you decide to sell your Silentnight product within the guarantee period.
15. 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. If you purchased directly from Silentnight then this would be us. 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.
16. This guarantee does not affect your consumer rights.

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