Silentnight

lifetime
product
GUARANTEE

sleep peacefully with our

**lifetime product guarantee**

# welcome to the **pyjama army!**

# thanks for deciding to purchase a Silentnight sleep solution that we hope you'll absolutely love

lifetime
— product —
GUARANTEE

All of our products come with a standard 5 year guarantee. To activate our lifetime product guarantee, please register at **silentnight.co.uk** within 3 months of purchase.

Our Lifetime Product Guarantee covers the product for its defined product lifetime, beginning on the date of purchase. The defined lifetime varies by product category. For mattresses it is 15 years and for divans, headboards and bed frames it is 10 years.

T&C's apply.

# we've got you covered

If you do experience any 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 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.

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

If you're unsure what type of mattress you have purchased take a look at your receipt or you can also check the product label on the bottom of your mattress.

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.

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%

**For Divans, Bedframes & Headboards:**

**5 – 7 years:** the credit under the guarantee is reduced by 25%
**7 – 9 years:** the credit under the guarantee is reduced by 50%
**9+ years:** the credit under the guarantee is reduced by 75%

This guarantee is a manufacturer's guarantee and is limited to repair or replacement at our discretion. Silentnight's decision on the appropriate percentage of credit is final.

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

- Mattresses
- Upholstered divan bases
- Upholstered headboards
- Upholstered bedframes

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?

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**

**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.

# how to care for your product

Our beds and mattresses are designed and tested to the highest British Standards. We do this because we want you to enjoy a great night's sleep, every 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

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 divans.

  Slat widths should be between 7cm and 10cm and the gap between them no more than 6cm, to offer the best support for the base of your mattress. Tubular bar or Mesh frames are not recommended as these do not offer enough support to you or your mattress long term.
- If your mattress is double sided please turn and rotate it 'top-to-toe' regularly.
- If your mattress is single sided rotate your mattress 'top-to-toe' so that settlement from body pressures are evenly distributed.

  *If you're not sure if your mattress is double or single sided, check the label at the bottom of your mattress
- 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.

## let your mattress breathe

After its removal from the packaging, please leave your bed 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.

## turn and rotate your mattress regularly

If you have purchased a double sided mattress it is important that you turn it over and rotate it from 'top-to-toe' once a week for the first two or three months and then monthly thereafter.

If you have purchased a single sided mattress this will just need rotating from 'top-to-toe' once a week for the first two or three months and then monthly thereafter.

*if you're not sure if your mattress is double or single sided, check the label at the bottom of your mattress

This will prolong the lifespan of your mattress and ensure even settlement of the fillings.

When turning and rotating your mattress please ensure that you have assistance to avoid any accidents or the spring system becoming damaged within the mattress due to it falling on it's side.

## 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 www.silentnight.co.uk/bedding.

## 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.

## end of mattress care

The materials in your mattress, are recyclable and have value at end-of-life. Most retailers work with responsible recyclers.

If you're purchasing a new one direct from Silentnight, you can add recycling of your old mattress to your basket at www.silentnight.co.uk

Alternatively visit www.mattressdisposal.co.uk to discover how to responsibly dispose of your mattress.

## 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 fold 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 fold or re-roll your mattress yourself.

## 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.

## 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

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

**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.

## assembly instructions

For assembly instructions of your divan base and headboards please visit silentnight.co.uk/guarantee where you will find our useful guides and assembly videos to help you.

# healthy growth mattress care instructions

To help maintain the quality and comfort of your child's Healthy Growth mattresses, please follow the care instructions listed from page 8-10. For our Toddler or Shorty mattresses please follow these additional easy care instructions.

## 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.

## 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.

## rotate the mattress

Toddler and children's are single sided mattresses 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.

## cleaning instructions

Removable cover can be machine washed. These mattresses also include a core which you can rinse in the shower to keep it fresher for longer. Ensure the mattress is completely dry before use. Please note, this may need to dry overnight.

## mattress size

Toddler mattress is designed to fit kids beds sized 70cm x 140cm

Children's mattress is designed to fit kids beds sized 90cm x 190cm

Bunk bed mattress is designed to fit kids bunk 90cm x 190cm

*Complies with BS7177:2008 for domestic use (low hazard).*

# safe nights mattress care instructions

To help maintain the quality and comfort of your baby's Safe Nights new cot or cot bed mattress, please follow these easy care instructions in addition to the care instructions listed from page 8-10.

## let the mattress breathe

After its removal from the packaging, please leave the mattress 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.

## do not use detergents or chemical cleaners

Using detergents or chemical cleaners on your mattress may damage the fabric and stitching.

## 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.

## turn the mattress (if applicable)

The Safe Nights Lullaby Wool, Twinkle Pocket and Snuggle Breathable mattresses are single sided and only the side indicated on the product label should be used for sleeping.

## cleaning instructions

Removable covers can be machine washed.
Ensure the mattress is completely dry before use.

The Safe Nights Twinkle and Lullaby mattresses include an inner sleeping surface for babies to sleep on whilst the outer is being washed. Ensure the mattress is completely dry before use.

## warning information

- Cot mattress must only be used in a cot of internal width between 600mm and 630mm and internal length between 1200mm and 1230mm.
- Cot bed mattress must only by used in a cot bed of internal width between 700mm and 730mm and internal length between 1400mm and 1430mm.
- This mattress may not soak up vomit.
- Do not use if any part is broken, torn or missing and use only spare parts approved by manufacturer.
- Do not use more than one mattress in the cot.
- Be aware of the risk of open fire and other sources of strong heat, such as electric bar fires, gas fires, etc. in the near vicinity of the cot.

*Complies with; BS1877-10-2011+A1:2012 BSEN 16890: 2017 BS7177:2008 for domestic use (low hazard)*

Silentnight
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# trusted by sleepers, certified by B Corp™

Certified B Corporation

Learn more at **bcorp.com**

Silentnight is a Certified B Corporation™ – which means we've met rigorous, global standards for how we treat people, the planet, and run our business.

## tried & tested

We test every product in our in-house SATRA approved lab – it's the only one of its kind in the UK! We've done the hard work so that you can sleep peacefully knowing that your product has been tried and tested to the highest of UK standards.

SATRA Accredited Laboratory No. 12808

## BFM

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

BFM TRADE ASSOCIATION MEMBER

## sustainability

We're dedicated to having a positive impact on our planet throughout all areas of our business. Our position as the most trusted sleep brand is underpinned by our promise to be transparent in our ESG practises. We are the first sleep brand to have validated Science Based Targets and have a robust Net Zero Plan which we're proud to be on-track with delivering.

## FSC® / FISP

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.

Sustainability Award
Awarded by The Furniture Makers' Company

SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Zero TO LANDFILL

FSC FORESTS® FOR ALL FOREVER

fisp Furniture Industry Sustainability Programme

# terms and 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 Silentnight products within the UK and Republic of Ireland.

**Eligibility requirements**

- The product must have been purchased from an authorised Silentnight retailer 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 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;

- 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.
- Please do not attempt to modify, alter or adapt your mattress, bed or headboard as this will invalidate your guarantee.
- 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.
- 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.
- We are unable to accept items that are soiled or unhygienic.
- 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.
- The mattress should not be used without bed linen.
- Slat widths should be between 7cm and 10cm and the gap between them no more than 6cm. Tubular bar or Mesh frames are not recommended as these do not offer enough support to you or your mattress long term.
- 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.
- We will be unable to accept a claim if the product has been subjected to unfair wear and tear or misuse.

**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.
- 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.
- 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%

**For Divans, Bedframes & Headboards:**

**5-7 years:** the credit under the guarantee is reduced by 25%

**7 – 9 years:** the credit under the guarantee is reduced by 50%

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

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Silentnight

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