

The Adjustamatic Mattress Guarantee

For queries or matters relating to your guarantee, please in the first instance contact your retailer where you purchased the product. The guarantee is confined to the customer of the product only, and is only valid on presentation of this warranty card with an invoice or original proof of purchase (receipt). Under law, the Contract of Sale exists between the retailer/store and the consumer. If the guarantee conditions have been satisfied, the retailer will then liaise with us (Adjustamatic HealthCare) on your behalf. If a product inspection is required we will contact you to arrange a suitable time. NOTE: The guarantee will only cover manufacturing defects or faults that have been inspected and certified. If the product in question has been discontinued and cannot be repaired, we reserve the right to supply an equivalent alternative.

From the date of purchase your mattress is guaranteed for 2 years. If you wish to extend this to 10 years you can do so. Simply complete all sections of the enclosed form and return it to us within 3 months of your initial purchase date. The extended 10 year guarantee will cover the replacement, repair or credit value of the product, as per the pro-rated value below. The consumer shall bear the difference of the new mattress value and the credit value. The pro-rated value is as follows:

- 0-2 years: 100%
- 3-4 years: 60% (OR 80% providing the guarantee card has been returned by post as per stated term)
- 5-6 years: 40%
- 7-8 years: 20%
- 9-10 years: 10%

The mattress will be replaced, repaired or provided a pro-rated allowance, at our option, if it is defective due to faulty workmanship or materials for ten (10) years from date of purchase; subject to the limitations described in this guarantee.

Due to the nature of the polymer materials there could be an increase in softness and a decrease in recovery performance of the mattress over time which is normal and not included in the Guarantee. Any constant body indentations due to decay during normal use (that are greater than 4cm) will be covered by the guarantee.

This guarantee does not extend to:

- Normal wear and tear, or damage caused by misuse, careless treatment or negligence. Examples of misuse would include (but are not limited to): Use without bed linen; Subjecting the product to excessive wear and tear e.g. jumping up and down on the bed; Using a mattress on an old or unsuitable base, or a base for which it was not designed; Rolling or bending the mattress; If used on a slatted bed base the distance between slats should not exceed 6cm; Overloading of the mattress.
- If the product has been or is wet, unsanitary or has been soiled.
- Small manufacturing irregularities that do not affect the performance of the mattress. Misuse or replacements of zips. Defects due to causes beyond our control such as floods or fire.
- Over a period of use the impression of the body on a mattress surface is normal and is not a manufacturing fault.
- Comfort level is subjective and cannot be quantified so is not covered by this guarantee. NOTE: This also applies to mattresses purchased from online retailers.

The mattress must be rotated (top to bottom) regularly, as per the Care Instructions, thereby minimising settlement. If your mattress is 'No Turn' you should use the sleeping surface only (the side with the mattress label).

In the event of a dispute we may request a third party inspection of the product/s by a recognised and qualified organisation such as FIRA (Furniture Industry Research Association) before agreeing to carry out repairs/replacements.

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

This guarantee is not transferable. The terms of this guarantee are governed by English Law.

Mattress covers, bed bases and headboards are all covered by a 1 year guarantee from the date of purchase against defects, resulting from manufacturing or material faults.

Please contact your retailer in the first instance where you purchased the product. Following this please contact customer service on **01745 811 269**.

Sleep better Feel healthier

with the Adjustamatic
HealthCare mattress range



Mattress Instructions & Guarantee

Passed and inspected by _____

Date _____

Serial Number _____

Adjustamatic HealthCare
Customer Service
NHC Technology Ltd
Colomendy Industrial Estate
Rhyl Road
Denbigh
LL16 5TS

Affix
Stamp
Here



Care Instructions

Remove the mattress from the packaging and place on the bed base. If labelled a non-turn mattress, ensure the label is on the top edge or surface of the bed.

Care Tips

- **Airing the Mattress** – Mattresses are protected in sealed packaging at point of manufacture. Due to sealed packaging any potential odours such as minor chemical or musty scents are common and normal after the removal of packaging. Once delivered and un-packaged, air the mattress in a room with good ventilation. Any odours if present should disappear in a few days. Regular airing of your mattress is advised to prolong product life.
- **Non Turn** – If labelled NON-TURN, do not turn the mattress over, only use the mattress as indicated with the label on the top surface. This is indicated by the label sewn either onto or into the edge of the top surface. Rotate the mattress (top to bottom) on a regular basis as this ensures an even sleep profile; recommended once or twice per month when bedding is changed.
- **Mattress Base** – To make sure you get lasting performance from your mattress, use it on an appropriately supported base. Placing the mattress on an unsupported or worn base will reduce the life of the mattress. If used on a slatted base the gap between each individual slat should not exceed 6cm, and the slats should be appropriately supported if used on a larger sized bed.
- **Washing Removable Covers** – contact us for instruction, please do not wash prior to gaining advice. After removing the covers you may notice some wear and tear if the product has been used. This is normal for a product after prolonged use and is not a fault in the material or manufacture.
- **Mattress Protector** – To prolong the life of the mattress covering it is advised to also apply a mattress protector. Fluid spills should be quickly removed to prevent fluid ingress into the mattress.
- **Mattress Core Material** – The materials in your mattress may compress and when used over time may settle to different levels. This may result in a surface impression; this is normal settling of the mattress materials and is not a fault in the manufacture or materials. Compression as per BS EN ISO 1856:2001 testing on materials is considered to be acceptable (dependant on the age of the product in years and weight applied) and is not a manufacturers or materials fault. As recommended, regular rotating (top to bottom) of the product is advised. It is also accepted that normal wear and tear will result in softening.
- **Misuse** – Avoid sitting on the edges of the mattress for long periods of time as this may cause uneven compression wear.

Details required for your Guarantee

Your First Name _____

Your Surname _____

Your Address _____

Your County _____

Your Postcode _____

Your Telephone Number _____

Your Email _____

Age range (please tick): 20-40 40-60 60+

Date of Purchase _____

Retailer's Name and Address _____

Product Purchased _____

Price of Purchase _____

Proof of Purchase _____

We will not pass your information on to third parties.

We may wish to contact you in the future as part of our customer care process.

If you wish not to be contacted please tick this box