

Mattresses manufactured by Sandman Mattress Factory are guaranteed against defects in manufacture and materials for the period indicated on the label affixed to the mattress. The period commences on your date of purchase of the mattress.

This Guarantee does not cover:

- A mattress or base that is not to your comfort preference (i.e. too firm or too soft)
- A two sided mattress that has not been rotated and flipped often enough (see below for instructions)
- Normal wear and tear on a mattress, or 'sagging' (see below for explanation)
- Ridges in the middle of a mattress, most commonly found in King size mattresses
- A mattress that has not had a waterproof mattress protector used on it (see below for explanation)
- A mattress or base that on inspection by Sandman is found to be marked, stained or in an unsanitary condition
- Bent or legs/castors or base damage caused by not having legs or castors kept sufficiently tight (see below for instructions)
- Mattress damage caused by sub-standard base where slats are more than 100mm apart
- Mattress damage caused by defective timber or metal slats
- Mattress damage caused by a base system that does not provide flat even support and adequate support in the centre
- Wear and tear or damage caused by mishandling
- Abuse, misuse or negligence including bending, standing or jumping on your mattress or base
- Hypersensitive and heightened sense of smell to materials used in our mattresses

The most used piece of furniture in your home is your mattress. With a little love and care it will provide you with many years of service. Here are some tips to get the most out of your mattress and base.

MATTRESS

How often should I turn my mattress?

Majority of Sandman's mattresses are 2 sided and made to be flipped and rotated. Mattresses can be heavy and awkward. Remember to always flip the mattress with two people to prevent injury.

Any handles should be used as a positioning device only, not to take the full weight of the mattress.

The Sandman suggest the following steps for the best and most even wear of your new mattress:

- For a brand-new mattress, it is best if rotated every 3-4 days and flipped weekly. This should be done for the first 2 months.
- For the next few months, flip and rotate your mattress fortnightly.
- After this time, flip and rotate your mattress approximately 4 times a year or seasonally.

Turning Instructions for Two People

- You should alternately rotate your mattress – end to end turn and complete flip
- Handles (where fitted) – these should be used to position the mattress and should not be used to support the full weight of the mattress

Does your mattress appear to be sagging?

It is very unusual for a mattress to sag with normal use. Body indentations that are less than 40mm on a pillow-top mattress or 25mm on a non-pillow-top mattress are body signatures caused by the comfort layers conforming to your natural body contours and are perfectly normal.

To determine if an impression is normal you will need to a measurement. Place a long, straight edge – like a broom handle – across the mattress surface. Measure from the underside of the straight edge to the top of the quilt design, not the stitching line.

Body impressions may appear to be more pronounced with King Size mattress. Utilising the entire surface of your mattress and rotating it as recommended providing even wear, particularly during the first three months life of your mattress.

Deeper body indentations may require further inspection.

Make sure the base or frame your mattress is on has no indentations as this may contribute to more pronounced body impressions forming.





Will my mattress feel the same as the one I chose in the showroom?

There may be a 'settling' period of four to six weeks for a new mattress. Your mattress will consist of new comfort layers, therefore, these new materials require time to conform to your body shape and weight.

If you have tried a mattress on display in one of our showrooms, you may find that your newly delivered mattress feels slightly firmer. The reason for this, firstly, is your mattress's covers have not yet been used or had the opportunity to stretch. Over time, the mattress's newly and tightly sewn covers will give slightly. Secondly, a mattress tried in a showroom is generally for a short period of time, whereas a full night's sleep (approximately eight hours) is a much longer period of time to spend on a mattress. This can create a different feel on your pressure points (for example, imagine laying on the ground for 5 minutes compared to 5 hours).

What if my mattress has an odour when it is delivered?

Any odour you detect when your mattress is first delivered is generally a short-term issue and should not last any longer than two weeks. If you continue to have concerns regarding the odour, we recommend you sprinkle bicarbonate of soda on your mattress, leave for as long as possible and then vacuum off. Spraying your mattress with a fabric deodorizer may also assist. Please consider if you are hypersensitive or have a heightened sense of smell. All products that go into our mattresses are brand new and will have a smell. We cannot change or lessen these smells and you may experience some discomfort.

What Happens if I experience a heat issue with my mattress?

If you are sleeping on a pillow-top mattress, the comfort layers in the top of the mattress will conform to your body. The softer the comfort layers, the deeper you will sink into your mattress trapping heat in.

Should you experience a heat issue with your mattress Sandman suggests several options.

- Cotton bed linen, or lighter, less synthetic bed linen and pyjamas
- Wool underlays or 100% cotton mattress protectors
- Temperature reduction options in your home, such as fans and air-conditioning.

The Sandman can make alterations to the comfort layer (at a cost to you) to reduce the conformance of the mattress, increasing its firmness and air ventilation. Always remember that extra softness equals extra heat, consider this when choosing a comfort layer.

PROTECTING YOUR MATTRESS

Remove surface spills and stains immediately – do not use abrasives. Use warm soapy water to spot clean your mattress but do not saturate your mattress. For hard to remove stains we recommend using a reputable cleaning company. Vacuum regularly to remove dust. If your mattress is on slat base, it is advisable to cover the slats with a layer of fabric such as a sheet or blanket to protect against discolouration or abrasion from the slats.

Do I need a mattress protector?

The Sandman's mattress guarantee states that a mattress protector must be used on all mattresses.

They may seem insignificant but a mattress protector serves as a shield. It will help stop moisture, perspiration, oil and even accidental spills from seeping straight into the comfort layers of your mattress. Moisture is foams number one enemy, it can lead to early body impressions and premature sagging in your mattress.

Greater steps, such as a water proof mattress protector can be used if sleepers suffer excessive sweating or incontinence issues.

FOUNDATION

Follow These Assembly Instructions

- Turn the base upside down and insert pintle into hole and turn clockwise. Repeat for all legs.
- Tighten by hand until legs are firmly in place. Turn base over.
- Check and re-tighten where necessary every three months.

CONDITIONS FOR MAKING A CLAIM UNDER THE GUARANTEE

- the defect must be reported to Sandman within *four weeks* of becoming apparent.
- the defect results only from faulty design or manufacture.
- you have returned the defective Mattress to us if we have so requested.
- If we agree that we are liable we will repair or replace the Mattress free of charge.
- If we repair or replace the Mattress, you have no additional claim against us either under this agreement or by statute or common law, in respect of the defect.
- So far as possible, the Mattress should be returned:
 - securely wrapped;
 - at your risk and cost.
- In returning faulty Goods please encloses with it a note clearly stating the fault and when it arises or arose.

You are also protected by the Competition and Consumer Act 2010.