

YOUR QUALITY GUARANTEE

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 12 month guarantee 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 60mm gap between each slat.

Base Only Sales: Where a base is purchased on its own it will be covered by a 12 month 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 may 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.

Warranty Terms & Conditions

The 5 and 10 year Mattress warranty only applies when a mattress is purchased at the same time as an approved base. Please speak to your retailer about which base is suitable for your mattress. Bed sets (mattress and base combined) sold with an inclusive extended warranty will be subject to a usage charge (payable prior to delivery of any replacement item).

10 Year Warranty

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

In year 2 - 10%	In year 3 - 20%	In year 4 - 30%
In year 5 - 40%	In year 6 - 50%	In year 7 - 60%
In year 8 - 70%	In year 9 - 80%	In year 10 - 90%

Exclusively hand-tailored in the United Kingdom by Highgrove

5 Year Warranty

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

In year 2 - 20%	In year 3 - 40%	In year 4 - 60%	In year 5 - 80%
------------------------	------------------------	------------------------	------------------------

Terms & Conditions

The guarantee and warranty shall not apply when:

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

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.
 - The guarantee is non-transferable and only applies to the original purchaser. Proof of purchase may be required.
 - The guarantee only applies within our usual delivery areas within the mainland UK and Northern Ireland.
 - We will always honour your statutory rights.
 - 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.
 - 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.
- For further information regarding your new bed/mattress please contact the retailer where it was purchased.**

THANK YOU
FOR YOUR PURCHASE



Register your
new bed



WARRANTY AND ASSEMBLY
INSTRUCTIONS

TAKING CARE OF YOUR NEW BED

Thank you for purchasing your new bed/mattress, please unwrap the goods immediately and dispose of the wrapping safely out of the reach of small children.

This product has been hand-tailored with a wide mix of either natural and/or man-made fillings to ensure long lasting sleep comfort. We hope you find the following information useful and it helps you get maximum value from your purchase.

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

Mattress settlement is perfectly normal, however body impressions can be minimised if you follow these turning guidelines.

DO turn your mattress regularly. Not all mattresses require turning however, 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, then every three or four months after that. This will help the upholstery fillings to settle down more evenly.



Mattresses designed as No-turn should still be rotated regularly to optimize durability and performance.



N.B. mattresses are heavy so turning or rotating is usually a two person operation – don't try this on your own!

DO NOT bend or fold the mattress as this can damage the spring unit or latex core - this would invalidate your guarantee/warranty.

Standing or jumping on your bed can cause damage – it's best not to allow children to use the mattress as a trampoline.

Using a mattress protector is a great way of protecting your mattress and keeping it in good condition. A washable cover will protect your mattress from stains, and you can 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. If your mattress gets stained use a cloth with mild detergent and warm or cold water.

Never soak a mattress.



Never Soak
Mattress Never Bend
Mattress Never Stand
on Mattress

ASSEMBLY INSTRUCTIONS

Singles (non-storage)

These bases are designed with a designated head end (divan cover border join).

Fittings are located in the plastic bags attached to the underside of the base and include:

a) 6 castors/glides or 6 legs and castors/glides (shallow bases) **b)** 4 headboard bolts.

Carefully tap each castor/glide into the metal sockets on the underside of the base (deep base) or screw the legs into the metal plates (shallow base).

At the border join end of the base (headboard end), remove each 'Pierce Here' label in turn, carefully piercing the fabric with a sharp implement (e.g. a bradawl), where the head board socket can be felt. Be careful not to cause injury or damage during this operation. Insert a headboard bolt into the socket and tighten accordingly (4x per sprung edge base).

Singles (storage)

Position the base where it is to be used.

At the headboard end of the base, remove each 'Pierce Here' label in turn, carefully piercing the fabric with a sharp implement (e.g. a bradawl), where the headboard socket can be felt. Be careful not to cause injury or damage during this operation. Insert a headboard bolt into the socket and tighten accordingly (4x per sprung edge base).

The 'Pierce Here' labels at the foot end of the base can be removed.

Singles Links (storage/non-storage)

(90cm width - 180cm set)

These bases are universal and can be positioned with either end acting as the head end.

Fittings are located in the plastic bags attached to the underside of the base and include:

a) 6 castors/glides or 6 legs and castors/glides (shallow bases) **b)** 4 headboard bolts.

Carefully tap each castor/glide into the metal sockets on the underside of the base (deep base) or screw the legs into the metal plates (shallow base).

Position the two base halves where they are to be used and bring them together. Ensure that the black unit connectors are facing each other.

Standing to the end of the bed, lift the right hand base (approx. 100mm, and holding the left hand one in position, squeeze the bases together whilst lowering the right one, ensuring that the connectors locate.

Repeat at the other end of the bed.

At the headboard end of the base, remove each 'Pierce Here' label in turn, carefully piercing the fabric with a sharp implement (e.g. a bradawl), where the headboard socket can be felt. Be careful not to cause injury or damage during this operation. Insert a headboard bolt into the socket and tighten accordingly (4x per sprung edge base).

The 'Pierce Here' labels at the foot end of the base can be removed.

IMPORTANT: These bases are not universal. Before proceeding, please ensure that you have been delivered a LEFT and RIGHT base. If applicable Headboard bolt fittings should always be fitted to the small drawer end.

Doubles (105cm/120cm/135cm/150cm)

Your bed base is delivered in two halves.

Double base

Fittings are located in the plastic bags attached to the underside of each base and include:

a) 4 castors/glides **b)** 2 headboard bolts.

Position the two base halves where they are to be used and bring them together. Ensure the black unit connectors are facing each other.

Standing to the side of the bed, lift the right hand base (approx. 100mm, and holding the left hand one in position, squeeze the bases together whilst lowering the right one ensuring that the connectors locate.

Repeat at the other side of the bed.

At the headboard end of the base, remove each 'Pierce Here' label in turn, carefully piercing the fabric with a sharp implement (e.g. a bradawl), where the headboard socket can be felt. Be careful not to cause injury or damage during this operation. Insert a headboard bolt into the socket and tighten accordingly (4x per sprung edge base).

The 'Pierce Here' labels at the foot end of the base can be removed.

Shallow base (legs)

Fittings are located in the plastic bags attached to the underside of each base and include:

a) 4 legs and castors/glides **b)** 1 linking plate **c)** 2 headboard bolts

Position the two bases on their sides, with the metal corner plates at the outer corners of the base.

To join the bases, insert a leg thread through the slot of one of the linking plates, and screw it loosely into one of the centre holes (identified by a 'Pierce Here' label).

Screw a second leg into the opposing hole on the other base, link the 'hook' of the joining plate over it, and tighten both legs.

Repeat for the other legs.

Screw in the four corner legs and tighten.

Lower the base into position for use.

At the headboard end of the base, remove each 'Pierce Here' label in turn, carefully piercing the fabric with a sharp implement (e.g. a bradawl), where the headboard socket can be felt. Be careful not to cause injury or damage during this operation. Insert a headboard bolt into the socket and tighten accordingly (4x per sprung edge base).

The 'Pierce Here' labels at the foot end of the base can be removed.

Zip & Link models

Zip & link sets have two mattresses zipped together in the middle, on the top and bottom surfaces. (Non-turn mattresses are zipped on the top side only). They can be used as two singles or one large king-size bed.

End Drawer Divans

Please note that the End Drawer contains the headboard bolts for use in the 'head end' base.

In the interest of safety, please keep the plastic packaging away from children and ensure any staples that have been used to fix packaging are carefully removed and disposed of.

CUSTOMER ADVICE: The protective corners used with this product are designed to with stand scuffing and provide edge protection so that you receive your product in the best possible condition. We recommend that you use scissors to carefully remove the tags. Please do not attempt to pull the tags through the fabric. Always use scissors with caution.