



welcome to the pyjama army!



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

We know that reliability and peace of mind matters to all of our customers. That's why all of our mattresses, beds and headboards come with a full manufacturer's guarantee, so you can sleep peacefully knowing we've got you covered in case anything goes wrong.

we've got you covered

**we'd like to think that nothing ever goes wrong
but here at Silentnight we understand that
unfortunately sometimes things do.**

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.

Because we make many different mattresses and beds to suit every type of sleeper, the length of our guarantee slightly varies across each range. Take a look at the information on the previous page to see which guarantee length applies to your product.

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.

silentnight.co.uk/guarantee

5

**5 year
guarantee**



studio
the rolled mattress collection by Silentnight

**HEALTHY
Growth**

beds and headboards

3

**3 year
guarantee**



mattress-now

**Safe
NIGHTS**



Layezee



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

- Mattresses
- Upholstered divan bases
- Upholstered headboards

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.

Guarantee applicable on purchases made from 2nd April 2019. Call us on 0333 123 0892

call us on **0333 123 0892**

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.

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.

1. 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.
2. Please do not attempt to modify, alter or adapt your mattress, bed or headboard as this will invalidate your guarantee.
3. 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.
4. 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. On our Studio by Silentnight mattresses the comfort tag sits on the right of the bed when you are standing in front of the product.
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. 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

3
3 year
guarantee

5
5 year
guarantee

cause distortion or damage and may also cause them to jam. Ensure weight is evenly distributed.

10. We will be unable to accept a claim if the product has been subjected to unfair wear and tear or misuse.
11. This guarantee does not cover accidental damage and only covers defects in manufacture, materials or workmanship.
12. 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.
13. This guarantee only applies to Silentnight products that have been purchased from an authorised retailer in the UK and Republic of Ireland.
14. 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.
15. This guarantee can't be transferred to anyone else if you decide to sell your Silentnight product within the guarantee period.
16. 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.
17. This guarantee does not affect your consumer rights.

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