

15. I feel I have a problem with my bed. Is it under warranty, and what do I do?

If you feel your product develops a fault within your warranty period please follow the below process. However, please read this document to make sure what you believe is an issue, is not actually normal before raising a concern.

Please also note that the Warranty does not cover:

- A normal increase in softness in the polymer filling material or a decrease in the slow recovery performance, which does not affect the pressure relieving properties.
- Any smells relating to the mattress
- Body indentations relating to normal settlement
- Level of perceived comfort
- Where a product has been purchased online, and the complaint is due to the “feel” of the mattress
- Where the mattress has had more than 1 owner

The warranty will cease to apply if GNG Ltd finds that during the warranty period, any of the following applies:

- Abuse, misuse, or general wear and tear
- The mattress has been used on a slatted base with slats more than 7.5cm apart
- Any causes other than faulty manufacture or materials
- Where the product is soiled, has become wet, or in an unsanitary condition
- Where the customer care hints detailed in this document have not been applied – this includes not rotating the mattress as recommended
- Where the cover has been removed where the label does not state “removable, washable cover:”
- A new mattress has been used with an existing,damaged divan or a divan that is deemed to be of unsuitable quality

In order to register your concern you will need to report the problem in writing to the retailer from whom you purchased the bed and they will handle your warranty claim on your behalf and liaise with us. You will need to provide proof of purchase in order for them to investigate any issue under your warranty.

10 year warranty (5 years guarantee + 5 year warranty).

If there is a manufacturing fault with the mattress within the first 5 years after date of purchase we will replace the mattress free of charge with the same specification as the original purchased product (or the closest equivalent in specification product if the original mattress is no longer available).

If a manufacturing fault is found after 5 years of date of purchase; the 5 year warranty will be valid;

Years

Year 6 Pay 20%

Year 7 Pay 40%

Year 8 Pay 60%

Year 9-10 Pay 80%



The percentage contribution is towards a new mattress of the same specification as the original purchased product (or the closest equivalent in specification product if the original mattress is no longer available).

The percentage is calculated against the RRP price of the product being supplied under the warranty. This price will be calculated against the product being supplied relevant to the price at the date of the warranty claim being processed.



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# Product Warranty

FREQUENTLY ASKED QUESTIONS

1. How will my new bed/mattress be packed, and how do I unwrap it?

Firstly, find a friend to help you - mattresses can be heavy!  
All our beds are wrapped in heavy duty plastic which can be recycled. Mattresses are packed in 2 ways:

- (i) Vacuum Packed and rolled:
  - Carefully pierce the outer wrapping of the mattress, and gently pull the plastic away from the mattress
  - Place the mattress on to the bed where it will be located. The bottom of the mattress is easily discernible from the top of the mattress,so make sure it is the correct way up
  - Remove the bag from the mattress
  - Your mattress will take a few hours (maximum 24) to fully recover
- (ii) Packed flat:
  - Place the mattress on the bed where it will be located
  - Remove the plastic wrapper

2. After unpacking, what should I do?

We know you will be itching to get into bed, but the first thing we advise you to do is retain your receipt and warranty booklet safely. You will need these in the event you need to report a complaint under your warranty.

3. Why does my new mattress smell?

Don't you love the smell of new things? All mattresses are manufactured at the time of order and sealed in protective wraparounds to ensure perfect presentation upon arrival. Smells are good news as it means your mattress has been made freshly for you! Initial odours are common after removal of the protective packaging and are normal. Most people don't even notice, but those with heightened senses may report a "foam" our, or a damp or musty smell. On taking delivery, it is a good idea to leave the mattress to air in a well-ventilated room. Regularly airing your mattress ensures proper maintenance and will help dissipate any odours.

Others are more sensitive to smells than others. Whilst a mattress may always retain an inherent odour if you smell it at close quarters, you should notice that any smell which is noticeable when you enter a room has greatly reduced within 3 months, providing you have followed the instructions above.

4. My new mattress feels slightly damp?

This is a good sign – it means your mattress conforms to all UK Fire Regulations. You may notice that the surface of your mattress feels damp when it is unpacked. We are required to treat certain mattress fabrics with a harmless Fire Retardant at source, in order to comply with the Regulations. This material is salt based, which will absorb moisture. When weather conditions are humid, or there is a lot of rain, this effect will be exaggerated, and when the mattress is packed into a bag, condensation may form, causing a damp feeling on the mattress. The feeling of damp will disappear quickly and should not materialise again, unless your mattress is kept in a particularly humid room.

5. Do I need to turn my mattress?

Fortunately not! You should never “flip” your mattress, but you need to rotate the mattress regularly to encourage even wear. You should rotate your mattress head to foot (180 degrees) every week for the first six months, and then once per month from that point.

6. Will I see “body impressions” in the surface of the mattress after I have used it?

Body impressions are a characteristic of quality mattresses working as they should by conforming to the shape of your body. You should expect to see impressions, sometimes described as settlement or “dipping”.

With regards to settlement, what is acceptable can vary from case to case depending on the individual using the product, the depth of the mattress, and the materials used. The Furniture Industry Research Association (FIRA) provide guidelines which suggest that settlement of between 2 and 4cm in depth is acceptable for a mattress that is 5 years old. In addition, settlement depth may be higher when the mattress has been recently used, and if not used for a while, the mattress will recover some height. We will not normally consider settlement to be a fault.

Natural fillings will be subject to a greater degree of settlement, and may result in patches of uneven wear and tear – again this is normal. You can make sure settlement is even by rotating the mattress as above.

7. Can I use my bed/mattress as a trampoline, or as a seat when using the phone?

No! Your mattress and bed are designed to be lied on, not sat on for long periods of time. If you do, you will notice uneven wear in the mattress Please don't let the children (or adults for that matter!) jump up and down on the mattress!

8. My mattress is softer/firmer than when I purchased it?

Like a new pair of shoes, your mattress will soften after a period of time, particularly in the areas you lie (sometimes described as “dipping”). This is not a problem, and is actually a sign the mattress is working with the weight of your body. There is even a British Standard on this (BS3379:2005) If a mattress has been displayed in a shop as a “floor model” that mattress may have already been bounced on many times, and may feel softer than the new mattress you will be delivered. It can take a few weeks, even months, for the mattress to fully settle down.

9. Can I use a mattress Protector with my new mattress?

We recommend the use of a mattress protector in addition to the removable washable covers. Unfortunately, if a mattress is soiled in any way due to dropping a glass of wine for example, your Warranty will be invalid, and a mattress protector helps prevent this.

10. Does my mattress feature a removable, washable cover?

Where your mattress features a removable, washable cover or integrated mattress protector, you are able to machine wash at 30 degrees. When you remove the cover/mattress protector, please remember that the product has been used, and therefore you may see signs of wear and tear that you would not otherwise see with a fixed cover product. You may see some slight damage to the sleeping surface, small indentations, discolouration or even small tears. All of these are considered normal wear and tear, and do not constitute a manufacturer’s fault.

If the label does not state “removable, washable cover” then you should not remove the cover under any circumstances. We occasionally use “zipped” covers that are not designed to be removed. Where the cover is not intended to be removed, the zip will be locked using a “cable tie” device. Please note that if you then remove the cover, your warranty will be void.

11. Do your products comply with the UK Fire Regulations?

All of our products comply with the appropriate legislation as detailed in The Furniture and Furnishings (Fire) (Safety) Regulations 1988. Certificates are available on request.

12. Where are your products made?

All of our products are manufactured in the UK.

13. What type of base or frame can we use with your mattresses?

We recommend you use your mattress with a new base supplied by us, for a longer life, and better mattress performance. Placing a new mattress on an old base may contribute to a fault developing within the mattress. When the mattress is being used on a slatted bedframe, we ideally recommend that the space between the slats is not more than 7.5cm to minimise uneven softening and settlement and that there is a central support leg for double sizes and above.

14. I am using my mattress with an old frame, or a frame not manufactured by you. There is a gap around the edge and it looks as if your mattress does not fit?

We manufacture our mattresses to metric sizes as below (for standard sizes):

Single 90cm x 190cm (3ft x 6ft3)

Double 135cm x 190cm (4ft6 x 6ft3)

King 150cm x 200cm (5ft x 6ft6)

Superking 180cm x 200cm (6ft x 6ft6)

In line with BS 1334:1996, we have a +/- 20mm size tolerance on all mattresses and beds. In addition, many bed frames are still manufactured using imperial measurements (which are in brackets above). These imperial measurements are larger than the metric equivalent (so a “double imperial” frame would be 137cm x 191cm). If you have purchased an imperial frame with a metric mattress, the frame is likely to be bigger and therefore there may be a small gap. We believe that once bed linen is in place, this will be more that suitable.