

don'ts

Important information to protect your mattress and guarantee...

remove the fire label

Very important. It not only has super duper important info on it, but removing it'll make your guarantee invalid, too.

squish or fold it

Squishing the edges or attempting to fold your mattress could cause the sides and foam filling to become compressed, bending them in all the wrong places.

use cleaning products

Its oh-so-tempting to spot clean spills and stains with detergent or cleaning products. Doing this can bleach or damage the cover and foam, though, which is not what you want.

jump, stand or kneel on it

We know. Bedroom dance parties are where it's at, but jumping, standing or kneeling on your mattress can damage its cover and filling. Save it for your bedroom floor instead.

pssst... a word on sizes

Your new mattress is made by hand (fancy, eh?). This means there may be a teeny variation of about 2cm more or 2cm less than the standard dimensions of the size you ordered. This is normal and not considered a fault. Side note: your eve may seem a tad smaller if it hasn't finished plumping out just yet.



your 10 year guarantee

To help you rest easy, we offer a 10 year guarantee on your eve mattress. Here's what you need to know.

If you find a manufacturing fault during this time, simply get in touch with Bensons for Beds at **0333 222 6800** or **enquiries@bensonsforbeds.co.uk** and share the following:

- Date of purchase
- Sales order number or receipt of purchase
- Product name and size
- A description of the fault

the following conditions apply to the guarantee

- Claims made under this guarantee must be made via telephone or email, using the contact details above.
- All claims must be supported with your proof of purchase, original receipt or invoice
- The guarantee will become invalid if:
 - a The product is found to have been mistreated, damaged or the product has not been maintained in accordance with the care instructions supplied. This includes the mattress being rotated on a regular basis, if applicable
 - b The mattress under guarantee has been used with a damaged divan
 - c The mattress has been used on a slatted base with slats more than 7cm apart
- Bensons for Beds reserves the right to substitute alternative materials if the original is no longer available
- In the event of a dispute, Bensons for Beds reserves the right to inspect the product via a third party organisation such as an independent technician
- Following a replacement or repair, the guarantee will remain valid from the date of original purchase
- This guarantee is not transferable
- The terms of this guarantee are governed under English Law

This guarantee does not affect your statutory rights. Full terms and conditions are available on our website at www.bensonsforbeds.co.uk/5-year-bed-guarantee/



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mattress
care guide

Please retain this guide for future reference

congrats on your new eve mattress

Got 5 mins? If you're like us, you'll want to get the most out of your mattress for many sleeps to come. That's why we've given you some handy tips to look after it. So stick the kettle on, get cosy and have a read.



do's

get rid of the packaging

Sounds obvious, right? But once you take off the packaging, make sure you dispose of it ASAP. It could be hazardous to little ones or the environment.

You'll also need to cut the mattress corner clips off, too. Then hey presto, your lush new mattress is out in the world.

let it air

It's not time to jump into bed with your eve just yet. You'll need to give it 4 hours to air in a well-ventilated room before you use it. And it could take a few more weeks to reach its full plumped-up size.

good to know Worried about a slight whiff from your mattress? Don't be. That's simply its 'box fresh' smell and should disappear in a few days.

protect it

This one's super easy. By using a mattress protector, you could save your mattress from dust, stains and a whole lot more.

also good to know The products we used to make your mattress fire resistant might react to deodorant and sweat, causing its colour to change. This is harmless and won't affect it in any way.

rotate it

The more you sleep on it, the more your mattress will soften. This is normal, but by rotating it, you can make sure it's getting even wear and tear (so without any dips on one particular side).

First of all, you'll need a helper. Then, simply pick up and rotate your mattress by 180 degrees. Try doing this once every 2 weeks for the first 6 months, then every month after that to help the filling settle evenly.

make sure it's supported

Memory foam is best paired with a supportive frame that lets it breathe. A new, good quality divan would be great. Bedsteads and slatted frames are fine, too. But make sure any gaps between slats aren't bigger than 7cm. If they are, your mattress might sag in places (note: not good).

hot tip Always sleep fresh by washing your top cover at 40°C. To remove it, simply zip-off!

give it time

Not comfy on your eve straight away? No worries. Getting used to a new mattress can be a bit like breaking in a new pair of shoes. We recommend trying it for a few weeks and seeing if you feel any different.

keep things clean

It's a tiring job being a mattress. So showing yours a bit of love and care could go a long way:

- Let it air for 20 minutes everyday. Simply whip the covers back and crack open a window if you can
- Use a soft brush every few months to get rid of any dust and keep things clean
- Change your bedding regularly. This helps to keep germs and dust mites at bay. And it just feels plain nice
- Pat down any spills with a dry cloth or paper towels to dry them

another hot tip If you accidentally spill on or stain your mattress, your guarantee won't be valid anymore. Sorry about that.

