



Product Care Guide

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Contents

1.Quick guide caring for your new product.....	3
2. GuaranteeandWarranty.....	5
3.Free Trial.....	10
4.Assembly Instructions	11
5.Additional instructions for Ottoman bases	12
6.Assembly Instructions for The Bedstead Collection.....	12
7. Condition of product for return	13
8. Sizes	14

1. Quick guide caring for Your New Product

- Do not bend or fold the mattress as this can damage the foam and spring unit and may invalidate the warranty.
- It is important to turn or rotate the mattress weekly for the first 3-months, then every 4 weeks thereafter. Don't carry the mattress with the handles. When turning/rotating the mattress please don't let it fall against the surface of the divan, as this may damage the spring system. Assistance may be required.
- Filling settlement should not be regarded as a manufacturing defect. Regular turning/rotating of your mattress will help the fillings to settle down evenly and will help prolong the life span of the mattress.
- Do not overload the drawer compartments in storage models as excessive weight can cause distortion and damage to the drawers.
- We recommend that you use a mattress cover or under blanket, which will help prevent the dyes used in some bed linen transferring onto the mattress which can happen as a reaction to body moisture. Regular airing of the mattress every 3 months will reduce moisture buildup.
- Avoid soiling or staining of the product, as these are deemed a health & safety Hazards and will invalidate your warranty regardless.
- Do not use chemicals or detergent cleaners as these may adversely affect the fabric covering, stitching and may also affect some of the filling materials used. In case of soiling, the mattress may be lightly sponged with a weak solution of soap and water. Excessive wetting will damage the product.

- If you must store the mattress for any period, please make sure it is stored flat and not on its side, as this will distort the spring unit and cause the fillings to settle unevenly and drastically shorten the life of your mattress.
- If you purchase a mattress only, do not use on a base that is not suitable for the mattress, as the life of mattress can be severely shortened.
- Do not use electric blankets in conjunction with any mattresses containing foam as this may affect the chemical composition of the foam.
- Do not store adjustable & encapsulated mattresses on their sides, this is to prevent the mattress spring from distorting which will affect the overall shape of the mattress. These mattresses must be stored flat.
- Any defacement or removal of product labelling will invalidate the warranty.
- Do not jump or stand on any part of your bed this can cause permanent damage to your divan, do not allow children to bounce on the bed like a trampoline.
- Avoid placing heavy or bulky objects on the mattress. As this can cause permanent damage to your divan.
- Use a mattress protector to help prolong the life of your bed. It will minimize wear and tear, guard against marks and stains, and help to maintain the appearance of the new mattress.
- Adjustable Mattresses – sometimes these mattresses may appear shorter than the size quoted. This is because during transport they may be placed in a way that could allow them to become shorter in length, i.e. placed vertical. To bring it back to the correct size and shape place the mattress flat on the bed and shake a few times, this should remedy the issue.

Your warranty will be invalid if any of the conditions above have been contravened.

2. Guarantee & Warranty

THERAPY MATTRESS - 5 Year Warranty

All Bases, Bedsteads, Ottomans, storage bases including Adjustable units and Headboards – 1 Year Guarantee

The Vogue Beds guarantee covers mattresses and bed bases against faulty workmanship and materials, for a period of **ONE** year from the date of purchase.

The guarantee period will commence the date Vogue Beds delivers the goods. Any customer service issues will need to be reported **in writing** (via your bed supplier) to Vogue Beds Customer Service department.

In the unlikely event of a defect in material or workmanship occurring within **ONE** year of purchase, Vogue Beds will arrange at our discretion to replace/repair the item free of charge.

If you have purchased a mattress with a 5-year warranty and a manufacturing defect occurs within the warranty period, then Vogue Beds will repair/replace at our discretion the item with a usage charge. This charge will reflect the period of use, at the current retail price and the number of years left on the warranty as shown below.

On all warranty claims a contribution towards transportation costs may be charged.

Any claims under this warranty must be made through the retailer from who the bed was purchased (Proof of purchase may be required) We also require clear images of the issues and example the base of on which the mattress rest.

When repairing/replacing items under this warranty, Vogue Beds reserve the right to substitute alternative materials, or models, should the original no longer be available and will not undertake to match items not under complaint, with any substitute fabric used.

Vogue Beds reserve the right to refuse service when any defect is due to causes other than faulty materials or workmanship, or if the item is soiled and in an unsanitary condition.

This warranty does not affect your statutory rights.

The 5-year warranty will be on the following scale: -

	Customer Contribution	Vogue Contribution
First year	0%	100%
Second year	20%	80%
Third year	40%	60%
Fourth year	60%	40%
Fifth year	80%	20%

We are proud to offer a 5 Year warranty on our mattress as it meets the highest standards for domestic use. The 5-year mattress warranty is governed by and subject to the terms and conditions stated below.

What does the warranty cover?

This warranty covers the following defects in materials and workmanship of a Therapy mattress that always has been in normal domestic use and treated in accordance with the Therapy mattress

- Spring unit failure.
- Side stitching coming apart.
- Deterioration which causes the mattress to have a visible indentation or sag greater than 2.5cm, as long as that indentation or sag has not resulted from use of an improper or unsupportive foundation as described in the FAQ.
- Any physical flaw in the mattress that causes the foam material to split or crack, if the mattress has not been handled improperly.
- Concerning the mattress cover only, any manufacturing defect in the zipper assembly or the fabric of the mattress cover. As noted below, a defect relating to the mattress cover alone will not entitle you to a replacement mattress, just the cover itself.
- Transit damage reported at the time of delivery

Please retain a copy of your order confirmation as proof of purchase. You'll need this to make a claim, without it we reserve the right to reject any claim under this warranty.

Please also note that the warranty is for the benefit of the original purchaser only and is not transferrable at resale.

What the warranty does not cover?

If it does not fall into one of the categories above section, then it is not covered by our warranty.

By way of example of what is not covered, please see the following list below

- Our mattresses are designed to work to their optimum level when paired with our bedstead. A mattress which fails having been used on a non-compatible base as described in the FAQs, or a bedstead where the gaps between the slats are greater than 63mm, will not be protected under the terms of this warranty.
- This warranty does not apply to natural settlement of fillings.
- occurrence.
- A normal increase in softness of the foam pressure-relieving material which does not affect the pressure-relieving qualities of the Mattress.
- Products which have not been maintained in accordance with washing and/or care instructions supplied.
- Comfort preference.
- Use other than normal domestic use.
- Physical abuse or damage to the mattress which causes defects such as burns, cuts, tears, liquid damage or stains.
- Exposure to cold temperatures for a period of time that causes the materials to tear or permanently deform.
- Mould, dirt or smells resulting from poor mattress care.
- Any claim made other than for the benefit of the original purchaser.
- Any mattress not opened within one month of the date of delivery.
- Comfort preference beyond the 99 day trial period
- Any mattress sold "as-is", "rejuvenated", "reconditioned", "used", "comfort return", "returned", "previously owned", or any other similar wording indicating that the Mattress is not "new" or of "first quality", or has previously been purchased or used by another consumer.
- Any claim against this warranty that is not made by contacting Customer Service at customerservices@voguebeds.co.uk.
- Any claim against this warranty that does not follow the process for making claims outlined in "What should you do if you believe you have a claim under the warranty?"
- We reserve the right to refuse to collect and/or dispose of any unsanitary mattress.

When does the warranty start?

The warranty starts on the date of delivery of the mattress and lasts until the end of 5 years from that date.

What should you do if you believe you have a claim under the warranty?

If you believe there is a defect which is covered by this warranty, you should get in touch with our customer service team and they will:

- Ask you to submit a copy of your order confirmation as proof of purchase.
- Ask for a description and any evidence of the defect which you believe is covered by the warranty.
- Require you to supply photographs of the entire sleeping surface of the mattress and any visible faults. Failure to send photographs of the defect may result in a replacement being delayed or the mattress not being replaced.

Based on the evidence provided, our customer service team will decide if we will cover the return shipping costs and any associated testing, which may include sending a technician to the mattress location. If we does not cover these costs and you incur them yourself, in the event of a successful claim, we will reimburse any reasonable costs of return shipping and any associated testing incurred by you (subject to you providing adequate proof of such costs being properly incurred).

We will then arrange pick up for your defective mattress or in the case of a replacement cover arrange for the delivery of a replacement cover to you.

What do we do when we get all this from you?

Any evidence we receive regarding the potential warranty claim, including the mattress itself in some cases, will be cross-examined and evaluated by Vogue Beds. We will decide at our sole, reasonable discretion if your claim is covered under the warranty.

If we determine your claim is covered by the warranty, we will:

- At our sole discretion, either repair the defective mattress at our cost or replace it with the same or a comparable mattress at our cost;
- reimburse you for any reasonable costs of return shipping and any associated testing incurred by you (subject to you providing adequate proof of such costs being properly incurred); and
- ship the repaired or replaced mattress back to you at our cost - If we determine that your claim is not covered by the warranty, we will ask you if you want us to return the mattress to you (at your cost) or dispose of the mattress (at our cost). If we do not hear from you within 30 days of such notification, we shall dispose of the mattress (at our cost).

What if I only want a refund?

This warranty does not give you the right to get a refund. The warranty only covers replacements, repairs and upgrades for successful warranty claims.

Who operates this warranty and where should you send the mattress and other items you have to provide to claim on the warranty?

The warranty is operated by: **Vogue Beds Limited**, Kingsfield House, Arthur Street, Barwell, Leicestershire, LE9 8GZ

Tel: 01455 841257; Fax: 01455 841259

Please contact our Customer Service

Email: customerservices@voguebeds.co.uk

We have the right to send an independent third-party mattress inspection company, if we are unable to see the mattress fault clearly from the images provided. These technicians are fully trained and qualified to test for any manufacturing faults that are covered under your 5-year warranty. They will complete a careful inspection of your mattress and produce a full report to advise us on the best solution for you. The report would provide the final decision on your case. Our customer service team will arrange the collection for the customer at a location of the customer's choice in the country to which the original order was delivered.

3. Free Trial

All Therapy mattresses are designed to provide optimum support.

We want you to have a fantastic night's sleep, since you spend a third of a lifetime sleeping, but it can take up to 25 nights for you to adjust to the feel of a brand-new mattress.

Therefore, we have given you 99 nights to decide whether you would like to keep your Therapy Mattress. If you're not sleeping better within 99 nights, you are free to return your item for a full refund and we'll even pick up your mattress for you, free of charge.

How does the 99-night work?

The 99-night trial starts from the day you receive your mattress.

If, after a minimum of 25 nights you decide that your item is not for you after all, you can contact us to arrange a return through the following ways:

- Call us on 01455 841257
- Email us at customerservices@voguebeds.co.uk

We'll ask you some questions on why it has not worked for you, as we value all customer feedback.

We aim to make the returns process as simple as possible and we will always arrange a collection from you free of charge for mattresses.

Once the return and collection has been verified, we will process your refund as quickly as possible to your original payment method.

4. Assembly Instructions

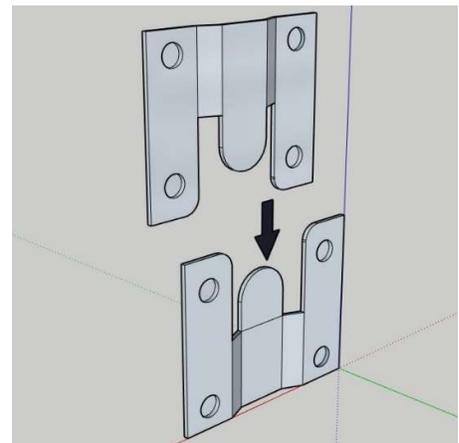
- To avoid the risk of injury it is recommended that a minimum of 2 people install the bed.
- Remove all polythene protective packaging and dispose of it carefully out of reach of children to avoid any possible injury. Please ensure removal of loose staples carefully using pliers and dispose of safely.
- Attach feet/castors on Bases /Divan bases by pushing them into position by hand then tap them gently using a mallet. Do not use a metal hammer as this may damage the castor.
- Attach screw in legs by gently positioning them to the required area and turn clockwise until you can't turn. Do not use a metal hammer as this may damage the leg.
- If linking bars are provided, stand both halves of the divan on one edge, square ends together, then join the two divan halves with two clips, then lower divan on to the floor supporting both halves.
- It is important to decide which divan half is to be used for headboard. Locate the fixing holes, which should be marked with stickers. Pierce the cloth with a suitable object, then using the headboard bolts provided to fasten your headboard struts to the base.
- Allow the mattress to air 3-4 hours before fitting your bedding. This will allow any moisture, which may have been trapped by the transit packaging to evaporate. You will also notice an aroma of "newness" from your bed. This is normal and will soon fade if aired regularly.
- Your new bed may feel a little strange at first, so allow some time for your body to adjust to your new bed and for the filling to settle.

5. Additional Instructions for Ottoman Bases

- Take care removing the straps securing the Divan Base lid as it is under pressure and could cause injury if not handled correctly.
- With one hand placed on top of half divan base, remove the securing strap which is attached to the underside of the bed, then gently raise the lid keeping at least one hand on top as the lid is fastened under spring pressure.
- Repeat the same procedure for the other half, then using the bolts provided to fix them together.
- Carefully lower the lids together and place the mattress on a flat surface ready to be used for storage.
- Whenever possible do not lift the divan lids without a mattress as they may open very quickly under pressure and could cause injury.

6. Assembly instructions for The Bedstead Collection

- For base & headboard instructions please see 4. Assembly instructions
- The brackets that come with the footboard will need to be gently slotted into place, See diagram.
- The brackets may very rarely need adjusting, this can be done by gently lifting the bracket using a flat to



7. Condition of product for return

Please make sure all goods are inspected for soiling, before agreeing to return/exchange, as this is a health and safety hazard and will invalidate your warranty regardless.

Vogue Beds will not accept the return of any products which are dirty, soiled or stained.

Please wrap or bag products for return to prevent the possibility of damage during transit. Vogue's vehicles all have a small stock of polythene bags, please ask the driver if you need one.

Vogue's drivers will mark the collection paperwork if any products are not in the best condition.

The retailer has a responsibility to keep any returned items in good condition and to avoid all possibility of damage whilst in their possession.

Vogue cannot accept the return of any product damaged during transit from Vogue to your premises unless customer service is notified in writing within seven days of the delivery.

8. Sizes

All mattresses are manufactured within accepted tolerances. Whilst every mattress is produced to the required size, a small variance is normal. These tolerances are typical across the industry and are accepted and understood by the Sleep Council and National Bed Federation. All our mattresses should fit the equivalent sized divan or bed frame but since there are so many different sizes of bases and bedsteads on the market, it is IMPORTANT to check actual dimensions of them first before ordering a mattress.

Another common reason why a mattress may not be the same size as the divan base might be because of the construction. In transit or storage, mattress springs can sometimes nestle into each other temporarily reducing the width or length or height.

The controlling sizes for our beds is metric and approximate (imperial sizes are for guide only) as below for information purposes only & subject to manufactures tolerances between -/+ 1 and 2% depending on the type of mattress.

Small Single – 75cm x 190cm – 2'6 x 6'3

Single – 90cm x 190cm – 3'0 x 6'3

Small Double – 120cm x 190cm – 4'0 x 6'3

Double – 135cm x 190cm – 4'6 x 6'3

King – 150cm x 198cm - 5'0 x 6'6

Super King – 180cm x 198cm – 6'0 x 6'6

Euro Single – 90cm x 198cm

Euro Double – 140cm x
198cm

Euro King – 160cm x 198cm

Spring counts quoted always refer to a 150 x 198cm (King mattress) and all standard sizes are relative. Spring counts will vary on special sizes due to the nature of the manufacturing process and cannot be guaranteed.



Vogue Beds Group of Companies

