BY APPOINTMENT TO
HER MAJESTY THE QUEEN
BEDDING AND UPHOLSTERY
MANUFACTURERS
HYPNOS LIMITED ENGLAND

HYPNOS®

THE MOST COMFORTABLE BEDS IN THE WORLD

Bed Care Guide & Guarantee

REGISTER NOW TO ACTIVATE YOUR 10 YEAR GUARANTEE

Thank you

A sincere thank you for choosing a Hypnos bed – you have made a sound investment in a handcrafted bed that will provide you with a relaxing and rejuvenating night's sleep for many years.

Sleep not only re-energises your body, mind and soul, helping to improve your alertness and productivity during the day, but it also actively helps to improve your health and wellbeing.

Please take a few minutes to read the following guide on how to care for your bed to ensure it continues to provide a great night's sleep, every night, for a very long time to come.

Sleep extras

- To maximise the quality and comfort of your sleep Hypnos also recommends the use of cotton bed linen, which will help regulate your body temperature.
- Equally, Hypnos also recommends that you choose a pillow with natural fillings, which will actively cradle your head and neck to provide superior comfort, support and pressure relief.
- Do remember to invest in a good quality mattress protector to ensure a fresh and hygienic night's sleep.

Upon delivery

- Your mattress and/or topper may have compressed slightly during transportation. This is perfectly normal and it will soon resume its natural shape and size.
- Once unwrapped leave the mattress uncovered for a few hours to let it breathe.
- You may notice a slight odour after the mattress has been taken out of its plastic packaging. The natural fillings will occasionally release a smell but it is no cause for concern. It will dissipate once the mattress has been well aired.
- Hypnos' sleep surface is made with unbleached cotton so you will see natural cotton seeds throughout the weave, giving the surface a slightly speckled appearance, this is an expected characteristic of this natural fabric.

Bed Care Guide

By taking regular care of your bed in your waking hours, you can be confident that your bed will continue to take care of you while you sleep.

Use a suitable supportive base

- If your mattress is intended for use on a different base, other than the same base tried in store, then the level of final comfort and support could vary.
- We recommend that you do not use a new mattress with an old divan base or an old bedstead, which incorporate a sprung-system (either metal springs or sprung slats). An imperfect base, with a worn and tired sprung-system, will provide a reduced level of support and could result in premature mattress wear and invalidate the guarantee.
- Where a bedstead with a slat system is being used, ensure that the slats are not more than 7.5cm (3 inches) apart. If a wider gap exists between the slats, it is recommended that a 'bedstead mattress base' be used between the slat system and mattress. Failure to take such action may result in premature wear on the mattress.

Divan base care

- Your divan base may have drawers – these drawers have been designed to accommodate lightweight items only, such as pillows, bed linen or clothing. Please do not overload the drawers, as excessive weight can result in damage to the runners and may cause the drawers to jam. We recommend a maximum weight of 20kg per standard drawer or 7kg per continental drawer.
- From time to time you should also check that all screws for castors, feet, linking bars and the headboard are secure to avoid undue strain on the divan base.
- We recommend the use of castor cups for beds on wooden floors.

Mattress protection

- We strongly recommend the use of a good quality cotton or wool-faced mattress protector under your bed linen to protect your mattress from spills and stains and to promote hygiene – avoid plastic based non-breathable types or any other form of plastic sheeting as this will tend to trap condensation and risk potential mould growth.
- Failure to use a mattress protector could invalidate the guarantee.

Expect body impressions

- Most people tend to sleep in the same position on their mattress every night. Body impressions are therefore a normal and natural occurrence in your mattress and a positive indication that the generous amount of comfort fillings used in Hypnos mattresses and toppers are conforming to your body's unique shape, weight and sleeping pattern.
- These comfort fillings will settle and dip in the area where you sleep, which can sometimes leave a ridge in the centre of the mattress (which may be more noticeable in larger mattresses), but which does not impact the comfort or support of the mattress.
- Your mattress must be rotated and turned as indicated to minimise body impressions.
- Shake and plump a topper at the same time as rotating and turning your mattress to minimise body impressions.

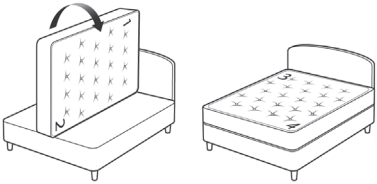
Rotating and turning your mattress and topper

- Rotating and turning over the mattress and topper periodically will encourage the upholstery fillings to settle more evenly. Failure to follow the turning instructions will result in excessive dips in the upholstery filling.
- It is necessary for you to rotate and turn (if you have a turnable mattress) your mattress once a week for the first 3 months of use, and thereafter with the seasons.
- **No turn and Pillow top mattresses** are designed to be single sided so you should turn them from head to foot only.
- **No Turn mattresses** – Simply rotate your mattress end-to-end once a week during the first 3 months and thereafter with the seasons.
- **Pillow Top mattresses** – Rotate your mattress end-to-end once a week during the first 3 months and thereafter with the seasons. The nature of the pillow top design means the mattress surface will have deeper body impressions as the mattress settles, this is expected and will not affect your comfort.
- **One-piece dual tension mattresses** – You should turn them from head to foot only, in order to maintain your correct sleeping side.
- **Zipped mattresses** – In the case of zip and linked beds please unfasten the mattress before rotating and turning.
- **Handling your mattress** – Never attempt to fold or roll your mattress, even for a short period of time. Your mattress is designed and constructed for use only in a flat position. Please ensure when transporting or storing a mattress it remains in a flat position.

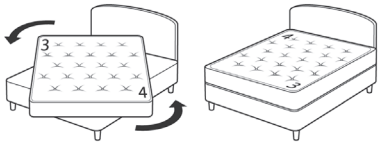
- ***Warning*** – You should not attempt to turn or rotate the mattress by yourself. We recommend that you seek assistance. Apart from the risk of personal injury to yourself, you also risk damaging the pocket springs should you bend or roll the mattress. This would invalidate the guarantee.

- ***Warning*** – Do not use the handles to lift or carry the mattress. The sewn on handles are intended to help rotate and position the mattress while lying flat on the divan base. Handles sewn to a mattress are not designed to support the full weight of the mattress and you would risk damaging the border upholstery. This would invalidate the guarantee.

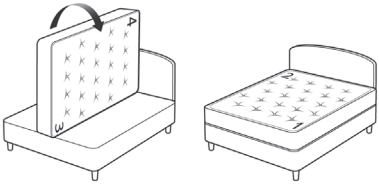
Turning instructions for a double sided, seasonal turn mattress



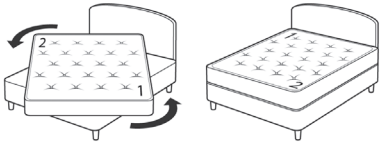
Seasonal turn 1:
Turn the mattress over 180°



Seasonal turn 2:
Rotate the mattress through 180°



Seasonal turn 3:
Turn the mattress over 180°



Seasonal turn 4:
Rotate the mattress through 180°

Repeat the above turning steps for seasons thereafter.

Airing your mattress and topper

- It is important to let your mattress breathe to allow body moisture to dissipate.

- Air your mattress on a weekly basis – simply leave the bed linen turned back for a few hours each time and allow air to circulate around and through the mattress.

Cleaning your mattress

- Clean your mattress every other month with a soft brush to keep it clear of dust and fluff – do not use a vacuum cleaner as this will unduly disturb the upholstery fillings.
- Treat spills and stains immediately using dry towels or paper towels.
- Do not use detergents or chemical cleaners as this may bleach or damage the fabric.

Mattress usage

- In order to maximise the consistent shape and support around the perimeter of your mattress please do not sit on the edge of the mattress.
- Please do not stand on your bed or allow children to treat it as a trampoline – this applies equally to the mattress and the divan base.
- Do not remove any sewn-in labels – these contain care, quality and content details vital to the guarantee.

Remember…

- Register your guarantee online:
  www.hypnosbeds.com/register-your-guarantee
- Invest in a good quality mattress protector.
- Rotate and / or turn your mattress regularly.
- Check our top 10 sleep tips: www.hypnosbeds.com/sleep-tips
- Contact your retailer if you need further advice.
- To hear more about our latest news, sleep tips and offers:
  /hypnosbeds
  @hypnosbeds
  @hypnosbeds

Sleep well.

Guarantee

The Hypnos brand symbolises the highest standards in design, materials and craftsmanship. However, to give you further peace of mind, your mattress and divan bases come with an unparalleled 10 year guarantee, and the topper a 5 year guarantee, from their date of purchase.

In the unlikely event that a defect arises through proven material failure or faulty workmanship then simply contact your retailer. Hypnos guarantees to make good or replace the mattress, topper or divan bases in question on the following basis:

The following conditions apply to the guarantee:

- This guarantee applies only to goods purchased from an authorised retailer.
- Any claim must be submitted in writing by the original purchaser to the supplying retailer within one month of the apparent defect becoming evident.
- Under the law, the Contract of Sale exists between the retailer and the consumer. Consequently, any claims made under this guarantee must be made through the retailer from whom the bed was purchased. If your retailer is no longer in business then please contact Hypnos Customer Service at customerservice@hypnosbeds.com
- The claim must be supported by proof of purchase – original invoice or sales receipt.
- In the event of a dispute, Hypnos may request a third party inspection of the products by a recognised and qualified organisation such as FIRA (Furniture Industry Research Association) before agreeing to carry out repairs / replacements.

- If the product in question has been discontinued and cannot be repaired, then Hypnos reserves the right to supply an equivalent alternative.
- The guarantee does not apply if Hypnos' bed care guide has not been followed; where there is evidence of inappropriate use or abuse of the product; if the products are soiled or are unhygienic; where a mattress has been used with an unsuitable base.
- Following a repair, the guarantee will remain valid from the date of the original purchase.
- Headboards and pillows are guaranteed for 1 year.
- Metal 'opening' mechanisms within super storage divan bases are guaranteed for 1 year.
- This guarantee is not transferrable.
- The terms of this guarantee are governed by English law.
- The guarantee does not affect your statutory rights.

Register now to activate your complimentary 10 year Guarantee

To activate the complimentary 10 year guarantee simply complete the online registration form at www.hypnosbeds.com/care/registration

Alternatively complete both sides of this registration form, cut it out, place it in an envelope, affix a stamp and send to the address below:

Marketing Department, Hypnos Limited,
Longwick Road, Princes Risborough,
Buckinghamshire HP27 9RS

Please complete this form using Block Capital letters.

About you

Mr/Miss/Mrs

First name

Surname

Address line 1

Address line 2

Town/City

Postcode

Country

Telephone number (please include STD code)

Email

Please let us know your age range (please tick)

☐ Up to 29 ☐ 30-39 ☐ 40-49 ☐ 50-59 ☐ 60+

Communication preferences

Yes please, I would like Hypnos to contact me with exciting competitions, offers and news via:

☐ Email ☐ Post ☐ Telephone

We will use the information you have given us in this form to make sure we are contacting you with only the most relevant messages. You can unsubscribe at any time by contacting marketing@hypnosbeds.com. We will always treat your personal data with respect, with details available on our website: www.hypnosbeds.com/uk/privacy-policy.

About your Hypnos purchase

What did you purchase? (please tick one of below)

☐ Mattress only ☐ Divan and mattress ☐ Headboard only

☐ Divan, mattress and headboard ☐ Other

Name of product purchased (usually on mattress label)

Size ☐ Single ☐ Double ☐ King ☐ Super King ☐ Emperor ☐ Bespoke

Delivery date: / / Price paid: £ .

Did you purchase any other Hypnos-branded sleep extras for your bed?

☐ Pillow(s) ☐ Pillow protectors ☐ Mattress protector

☐ Mattress topper ☐ None purchased

Did you try your new bed before purchasing? ☐ Yes ☐ No

Why did you need a new bed?

☐ Replacing an old bed ☐ Moving house/renovating ☐ Current bed is uncomfortable

☐ Different size needed ☐ Change in personal circumstances ☐ Gift

☐ Other (if other, please specify)

How old is the product you are replacing? (in years)

About your retailer

From which type of retailer did you make your purchase (please tick one of below)

☐ A furniture or bed store ☐ Online ☐ Hypnos showroom

☐ Other (please specify)

Name of retailer

Retailer location

How likely are you to recommend your retailer to a friend?
(please tick one of the below with 1 being extremely unlikely and 10 being extremely likely)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

And finally...

Why did you choose Hypnos over other brands (please tick one of below)

☐ Comfort test instore ☐ I have or have had a Hypnos bed ☐ Online reviews

☐ Saw a Hypnos advert ☐ Slept on a Hypnos bed in a hotel ☐ Recommended by a friend

☐ Royal Warrant or awards ☐ Other (please specify)

☐ Are you enjoying your purchase so far? ☐ Yes ☐ No

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THE QUEEN'S AWARDS FOR ENTERPRISE: SUSTAINABLE DEVELOPMENT 2020

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