

SLEEPYS LUXURY LINE 8 YEAR GUARANTEE

Instructions for care and proper use Sleepys mattress will become your best companion. The right mattress is what will ensure an ideal sleep and endless moments of relaxation and rest. Sleepys experts give you simple and useful tips for proper use and care, to maintain the high performance of your mattress, the comfort it offers you and, at the same time, to ensure its guarantee.

1. Place your mattress on the correct support surface

A. Its base-substrate from appropriately selected materials.

B. The dynamic frame, in which the distance between the laths does not exceed the diameter of the spring of your mattress.

2. Do not use an electric blanket on certain types of mattresses (That is Memory type)

3. Use a special protective cover. The various bodily secretions during sleep cause stains on the surface of the mattress and moisture inside. The special cover protects the mattress, keeps it clean and ensures excellent hygiene conditions. A very dirty mattress loses its guarantee.

4. Ensure that the mattress remains dry. The mattress should not be washed or wet. If your mattress gets dirty, clean it locally with a special cleaner. Do not clean it with the use of steam, as moisture and mold will form inside the mattress. In case your mattress gets wet, let it dry in the sun

Caution! Do not approach the mattress on a stove or fireplace. There is a risk of fire

5. Ventilate your mattress regularly. Your mattress absorbs the smell of your body. So, you need to ventilate it once a month to ensure its hygiene, leaving it completely uncovered for a few hours.

6. Do not iron on your mattress. The steam causes moisture in the materials, which is the main source of growth of harmful microorganisms, mites as well as mold formation. Mold is not covered by the guarantee.

7. Do not bend your mattress. When a spring mattress folds / creases, it causes irreparable damage and deformation.

8. Turn your mattress. Regular, every two months, turning the mattress, up and down and back and forth is recommended, for even more hygiene

9. Prevent children from using the mattress as a "trampoline". This can cause permanent deformation of the springs, without the possibility of repair.

10. Do not remove the label on your mattress. It is part of the authenticity of the mattress, and in addition, it is necessary for the validity of the guarantee because it refers to its serial number. Always remember that, for the warranty to be valid, the instructions for proper use and care must be followed consistently.

Sleepys offers a guarantee for all mattresses. The guarantee applies to both the spring core and the foam core as well as the filling & quilting materials. The value of the repair is derived from the current Service price list. The life expectancy of a mattress is 8 years. For hygiene reasons, the use of the product for more than 8 years is not recommended.

When does Sleepys GUARANTEE start? Your mattress warranty starts from the day you receive it in your home. For reasons of verifying the date of purchase and for the validity of the guarantee, it is always necessary to provide proof of purchase.

- Consistently follow the instructions for proper use and care. - Keep the proof of purchase. -

- Do not subject the mattress to modifications and repairs without the manufacturer's permission. What does the Sleepys GUARANTEE cover and what is the service process? The Sleepys guarantee covers mattress manufacturing defects or material failure. If you notice an error, look for the proof of purchase, and contact the Service Department of the company.

Sleepys will send a qualified technician to check your mattress. If your mattress is found to be defective, it will undertake the complete repair and remediation of the problem. Your mattress will be repaired by specialist technicians with care and will be returned to you within 5-7 working days. This applies only to the Attica Basin and

Thessaloniki. - If the defect of your mattress is due to a manufacturing defect or hardware failure and the mattress is within the GUARANTEE period, the cost of repair and transport will be borne by the company, according to the above analysis of participation in the repair value. - If the problem is due to misuse, then the cost of repair and transport will be borne by the customer, according to the respective price list for which you can be informed by the Service department of the company.

Important

1. The guarantee is valid only for the Greek territory.
2. The guarantee covers the repair or replacement of the product. Your legal rights are not affected by this GUARANTEE.

3. If you make an appointment with one of our specialized technicians and it is found that there will be no problem with your mattress, there will be a charge for the visit in the amount of thirty euros (30 €). What changes in the process outside Attica and Thessaloniki? For customers outside the Attica and Thessaloniki Basins, its Service Department

will guide you in the right way and time to solve the problem. If it is considered necessary that the mattress needs to be transferred to the company, the correct procedure must be followed. If the mattress gets dirty or worn during the transport undertaken by the customer, the company does not bear any responsibility. That is why it is very important and necessary that the mattress that is sent for repair be placed in a protective package that completely covers it, to protect it from possible dirt, moisture, and dust. Little secrets you need to know that make the difference.

Adapting to your new mattress, you need time to get used to your new mattress. So, give your new mattress some time to adjust to your body curves and sleep posture, and it will give you a unique hug. Approximately one month of adjustment is recommended.

1. The smell of the new Like any new product, the mattress has the characteristic smell of the new. The smell is completely normal, it is not considered a defect and will disappear after a few days. You need to remove the mattress packaging and let it breath for a few hours before laying the protective cover and sheets.

2. Mattress Dimensions: Your new mattress was made especially for you, in the dimensions you measured before the order, at your own risk. If your mattress is larger or smaller than the bed, it cannot be replaced. However, the dimensions can be repaired at your own expense, based on the price list

3. Sense of Comfort Before you buy your mattress, try the variety of Sleepys mattresses and choose the ideal one for you, based on your own needs. If the mattress does not cover you in terms of comfort, there is no change or refund

4. Material Replacement Sleepys is constantly improving and renewing the materials it uses to make its mattresses. As a result, some of the materials used to make your mattress may no longer be available when the mattress is returned for repair. In this case, Sleepys will make sure to replace the material with one with a corresponding existing material of the latest generation and the same high quality.

5. Foam Materials: The foam materials of your mattress are slightly adjusted to hug your body, especially in the heaviest areas (hips, shoulders, back). This is perfectly normal and necessary for the mattress to give you comfort and proper support. A slight receding surface of your mattress, up to 2 cm, is within the allowable limits and is not considered a defect. Make sure that the retreat is normal by measuring it according to the illustrated instructions: The measurement should be made 4 hours after the last use of the mattress. Place a straight rod / long ruler or similar object on the mattress, edge to edge

Then place a ruler in the middle of the object without pressing it against the mattress and measure the gap. * It is very important that the measurement is done correctly, so that the results are accurate and valid, as the transfer of the mattress to the Service Department, without a real retreat of more than 2cm, burdens the customer.