



A.H.BEARD®

Improving Lives Through Better Sleep.

SINCE 1899

Bed Care Guide and Guarantee



**Register now to activate
your guarantee**

ahbeard.com/customer-care

Thank You

A.H. Beard is committed to helping you get a better night's sleep. Thank you for purchasing an A.H. Beard mattress. We are confident that it will provide you with restful and rejuvenating sleep for years to come.

Upon delivery

Your mattress is made with all new materials that may release a slight smell, this is normal and not a cause for concern. Once your new mattress has been removed from its plastic packaging, leave it uncovered in a well-ventilated room to allow any odours to dissipate.

Please dispose of the plastic packaging and other materials responsibly. Keep the plastic bag away from children. To avoid the danger of suffocation or other injuries. Ensure the packaging materials are disposed of thoughtfully.

To help us provide you with fast and efficient service, we recommend you register your mattress purchase online at www.ahbeard.com/customercare

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Getting to know your new mattress

The materials in your mattress need time to fully take shape – to soften and flex into their natural, intended firmness.

Your mattress will start conforming to your body shape and adjusting to your movements and sleeping positions, this won't happen immediately.

Your body is also getting used to this new sleeping surface which may take some time. As with any new mattress, it's going to feel different than the mattress you've been sleeping on.

If you have previously bought a different type of mattress, your body will need to adjust to the new materials and new feel of your mattress. It's important not to confuse "uncomfortable" with "unfamiliar" when it comes to breaking in your mattress.

It's important to note that your new mattress will feel different to the one you have been sleeping on. It may even feel a little different to the mattress you tried in the store, or enjoyed while staying at a hotel. The mattresses on display in your local retail store, or in hotel properties have been tried and tested by customers over several months, resulting in the various components settling. Similarly, if you are using your new mattress on a base that is different to the one in the store or hotel, then this can also alter the final level of comfort and support you experience at home.

It can take a little while to get used to the level of comfort and support provided by your new mattress. We recommend that you sleep on it for at least four weeks to allow the comfort materials to respond to your unique body shape. Your body will soon adjust to the benefits of your new mattress, while your mattress also adjusts to your sleeping style. If, after 4-6 weeks, you are not 100% happy with your choice, please refer to our Better Sleep Promise on page 7.

Some A.H. Beard mattresses contain luxurious comfort materials that help minimise pressure points by allowing the sleeper to sink slightly into the uppermost layers of the mattress. As a result, more of the mattress is in contact with your body, this may cause you to feel warmer. A firmer mattress with fewer soft comfort layers will keep your body resting on top of the mattress, rather than being cradled by it, so may feel cooler.

Caring for your Bed

By following these care guidelines, you can expect your mattress to provide comfort and support for many years.

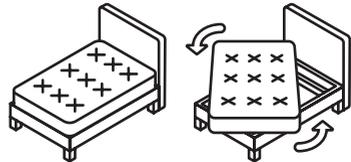
- Do not stand or jump on your mattress or base.
- Do not bend or fold your mattress.
- If your mattress contains an anatomic gel comfort layer, ensure that it always remains flat. Do not store it on its side.

Mattress protection

- Always use a good quality mattress protector to ensure a fresh and hygienic night's sleep and protect your mattress from spills and stains. Failure to use a mattress protector could void your guarantee. In the unlikely event that your mattress needs to be returned to A.H. Beard for repairs, we may require it to be sanitised by an accredited service at your expense to ensure the health and safety of our team.
- Leave your mattress to breathe regularly to allow body moisture to dissipate. Simply leave the bedlinen turned back for a few hours to allow air to circulate around and through the mattress.

Rotating your mattress

We recommend that you rotate your new mattress end-to-end every two weeks during the first four months, and monthly thereafter, to ensure more even wear. If your mattress has handles, these can be used to rotate it, but are not designed to carry the full weight of the mattress. Do not use the handles to lift and carry the mattress, as this may cause damage and will void the guarantee.



Use a suitable, supportive base

- Use a supportive base with your new mattress. A.H. Beard's timber platform bases provide the best possible support for your new mattress, to prolong its life and ensure the most comfortable sleep experience. We recommend that you do not use an old base with a new mattress, as both parts of your sleep set work together to provide you with comfort and support.
- AH Beard's adjustable bases provide a strong supportive foundation for your new mattress, with the added benefit of articulation. An adjustable base allows you to find your perfect position for sleeping or relaxing. It may help ease lower back pain, improve circulation and may assist with other conditions such as snoring, reflux and swelling. For more information on our range of adjustable bases, visit www.ahbeard.com

- Be sure that the legs are screwed in tightly and checked each year or as required.
- If you are using a slat base or timber slatted bedframe with your new mattress, we recommend that the slats are no more than 15cm apart and have a centre support rail to ensure suitable support for your mattress. Flexible (convex arching) slats can lose their resilience over time, becoming concave. They should be rotated from high load areas (centre) to low load areas (head/foot) and replaced regularly. Failure to use a suitable foundation may result in quality issues that will not be covered by your guarantee.
- If using a solid panel base, ensure that it has ventilation holes to allow adequate air circulation.
- If you have purchased an A.H. Beard base with drawers, please note that these drawers have been designed to hold lightweight items only, with each drawer carrying a maximum load of 30kg. Do not overload the drawers as this may cause damage.

Body impressions

- Most people tend to sleep in the same area of their mattress each night, therefore you may notice visible indentations over time. These indentations, sometimes referred to as body signature or body impressions, are the result of the comfort layers responding to your body shape. Indentations of up to 40mm on a pillow-top mattress, and 25mm on a non-pillow top mattress, are considered a normal characteristic of mattress performance.
 - As the comfort materials settle and dip slightly in the area where you sleep, this can leave a raised area in the centre of the mattress. This will be more noticeable on larger mattresses. This uneven wear on the mattress surface is deemed "fair wear and tear" and is not considered to be a fault under the conditions of the mattress guarantee.
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- Normal levels of body impressions
- To help minimise body impressions, we recommend that you rotate your new mattress end-to-end every two weeks during the first four months, and monthly thereafter. This will help to even out the settling across the surface of the mattress. Always get someone to help you rotate the mattress to prevent personal injury and damage to the mattress.

Cleaning your mattress

- Vacuum your mattress regularly using a soft upholstery attachment to remove dust and fluff.
- Avoid getting your mattress wet. Spills should be absorbed immediately with a dry cloth or paper towels.
- Always use a good quality mattress protector to ensure a fresh and hygienic night's sleep and protect your mattress from spills and stains.

Tips for a better night's sleep



Create the ideal environment for sleep



Keep your bedroom cool and dark. The ideal temperature for sleep is between 18 – 22°C



Use breathable bed linen, such as cotton or TENCEL®



Make sleep a priority



Keep a regular sleep-wake schedule



Nap only when needed



Eat right, but not right before bedtime



Exercise regularly, but not too close to bedtime



Avoid stimulants, and steer clear of caffeine in the afternoon



Create a wind down routine in preparation for sleep



Power down electronic devices an hour before bedtime

Guarantee

A.H. Beard has been setting the standard for quality bedding since 1899. However, in the unlikely event that a product fails to meet our high standards, A.H. Beard offers a guarantee to the original purchaser or recipient to repair the product against faulty workmanship and materials.

The guarantee period for your product is indicated on the product law tag (production label) sewn into the head of the mattress or base. If the label has been damaged or removed, or the guarantee period is unclear, please contact A.H. Beard customer service for clarification.

To make a claim under this guarantee you must **retain your original receipt** as proof of purchase.

Rights under the Australian Consumer Law and the Consumer Guarantees Act in New Zealand

The benefits given by the guarantee set out in this document are in addition to any other rights and remedies you may have under a law in relation to the goods to which the guarantee relates.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law and the Consumer Guarantees Act in New Zealand. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Rights under this Guarantee

A.H. Beard provides the original purchaser or recipient of this product a guarantee against defects in workmanship and materials. The guarantee period is indicated on the product law tag (production label) attached to the product.

If, during the guarantee period, a defect caused by faulty workmanship or materials appears, A.H. Beard will repair your mattress or base within a reasonable time after receiving your valid guarantee claim.

An in-home inspection may be required to determine if a manufacturing fault exists. If no fault with materials or workmanship is found, you can request a comprehensive inspection at the nearest A.H. Beard facility. A freight charge may be applicable. If, upon inspection at our facility, the product fails to meet our specifications this fee will be refunded in full and your product will be repaired at no charge.

To help us provide you with fast and efficient service, we recommend you register your mattress purchase online at www.ahbeard.com/customer-care

The following conditions apply to the guarantee:

- The guarantee applies to the original purchaser or recipient. The guarantee period commences on the date of purchase of this product.
- A.H. Beard must be notified of the defect within 30 days of it appearing.
- To make a claim under this guarantee, you must provide A.H. Beard with your full name and address, details of the defect, and your original receipt as proof of purchase.
- If identical materials are not available at the time A.H. Beard repairs your mattress or base under this guarantee, A.H. Beard reserves the right to substitute materials of comparable quality.
- The guarantee does not apply if, upon inspection by A.H. Beard, the mattress is found to be stained or in an unsanitary condition.
- The guarantee does not apply if A.H. Beard's guide for caring for your bed (see page 4) has not been followed.

This guarantee does NOT cover:

- A mattress that is not to your comfort preference. Please refer to A.H. Beard's Better Sleep Promise on page 7 if you are unhappy with your comfort selection.
- Normal wear and tear, body impressions, or damage caused by mishandling, abuse, misuse or negligence including folding, bending, standing or jumping on the mattress or base.
- Any use of this product other than the use for which it was originally intended.
- Except as expressly stated, this guarantee does not include any right to be reimbursed or compensated for physical or financial injury, loss, damage, expense, time or inconvenience (whether direct or indirect) arising out of the occurrence of the defect in the mattress or base or your inability to use the mattress or base.
- Minor manufacturing imperfections that do not impact the performance or comfort of the mattress or base, such as missed stitched in the quilting.
- Sanitisation of the mattress is the responsibility of the customer should the mattress be stained.
- Transportation is the responsibility of the customer should the customer be outside of metropolitan areas or outside of regional hubs.

How to make a claim?

What to do if you notice a fault or defect with your A.H. Beard product

Before contacting A.H. Beard to notify us of a possible fault with your mattress, ensure that it is in a sanitary condition. Please refer to the note below for more details.



Notify us of the issue at
www.ahbeard.com/customercare

Click on 'Get in Touch' and complete the online form. Attach a photo or scanned copy of your purchase receipt, and photos of the fault if possible. This will help us resolve the issue quicker.

A representative from A.H. Beard's Customer Care team will be in touch within two business days to arrange a service call to investigate the issue.

or



Call A.H. Beard's Customer Care team to notify us of the issue. Be sure to have your mattress model details and purchase receipt handy before calling.

Australia: 1300 654 000 | New Zealand: 0800 242 327

Note: If, upon inspection by A.H. Beard, your mattress is found to be in a stained or unsanitary condition, A.H. Beard requires that it be sanitised by an accredited mattress cleaning service before it can be collected for inspection. You must present the sanitisation receipt to our driver before the mattress will be collected and returned to A.H. Beard for inspection or repair.

What we will do in the unlikely event of a claim?

Once you have lodged a claim through A.H. Beard Connect we will call you to discuss your claim.

The 1st thing we do is determine whether there is a material's or workmanship issue? If this is evident we pickup and repair the mattress. If it not evident we will send out an inspector at no charge to assess the mattress or base and make a determination.

In the unlikely situation you disagree with our inspector we will bring the mattress back into our facility to inspect. We wont leave you without a mattress, we will provide you with a loan mattress for the time of the inspection. There will be a fee for doing this.

We will inspect the mattress and provide a report on your mattress which we will discuss options with you on a follow-up call. Should there be a workmanship or material issue we will repair and refund to you the initial transportation fee you paid. Sanitisation cost are incurred by the customer regardless of any workmanship or materials issue.



SINCE 1899



A family
owned
Australian
business



AUSTRALIA

A.H. Beard Pty Ltd
1/35 Bryant Street
Padstow NSW 2211
Phone: 1300 654 000
Email: customercare@ahbeard.com

NEW ZEALAND

A.H. Beard Limited
260 Roscommon Road
Wiri Auckland 2104
Phone: 0800 242 327
Email: customercarenz@ahbeard.com

www.ahbeard.com

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