



BEDLUM BEDS

Bedlum Beds Ltd
61 Yardley
Letchworth
Herts, SG6 2ST
Tel: 01462 642921
Fax: 01462 635370

e-mail: sales@bedlumbeds.co.uk

Product Care Sheet

At Bedlum Beds Ltd we take every care to ensure that all goods reach you in perfect condition. However if items are found to be damaged then you should contact us within 48 hours of delivery in order that we can arrange for a replacement to be sent. This does not effect your rights under both the Sale of Goods Act, and Distance Selling Regulations. For hygiene reasons mattresses are not covered under distance selling regulations once they have been unpacked and used, but they should still be covered under our satisfaction guarantee.

Bedlum Beds 14 Day Satisfaction Guarantee

Bedlum Beds give a 100% satisfaction guarantee, so if you don't like it, just let us know within 14 days of delivery (date of dispatch for deliveries made by courier), and we will either give you a full refund, or change it for another model (we will always try to find a suitable replacement first).

Mattress protectors must be used to qualify for the satisfaction guarantee, and goods must be in perfect condition, and must have been used properly. The guarantee does not cover miss use.

Please Note: We can't offer our 100% satisfaction guarantee on special sizes or orders (this includes zip & link beds or mattresses). However you will still be covered by the manufacturers guarantee.

Bespoke items are not covered by the satisfaction guarantee.

It is up to the customer to check the compatibility of any goods purchased from Bedlum Beds Ltd. It is entirely the customers responsibility if good should fail due to compatibility problems. For this reason advice should always be sought from Bedlum Beds Ltd before purchase.

Most standard beds are designed for weights of up to around 18 to 19 stone per person. If it is for the use of any individual who's weight is in excess or close to this limit, then you must contact us before ordering/using. With divan bases they can be strengthened.

Mattresses

All mattresses should be turned on a regular basis in order to promote even wear, and to prolong the life of your mattress. If your mattress is non turn, then it should be rotated end to end. With a two sided mattresses you should alternate between turning the mattress over, and rotating it head to toe. For the first three months the mattress should be turned at least once every two weeks, then after that it should be turned at least one a month. With softer mattresses they should be turned more frequently (especially for the first few weeks).

When turning a mattress over it is essential that the mattress is kept as straight as possible in order to avoid putting the tufts, or other internal components under undue strain that could cause permanent damage to the mattress. The easiest way to turn a mattress over whilst keeping it straight is to:

1. Hold the mattress by the handles on one side
2. Pull the mattress towards you until the other side is just on the side of the base closest to you
3. Then flip the mattress over

With a new mattress there is likely to be some settlement in the fillings. This is normal, and will even out with use. All you need to do to help the fillings settle evenly, is to turn the mattress on a regular basis as described above. Settlement will be more noticeable with softer mattresses.

Mattresses must not be rolled up or folded, as this could cause permanent damage. Excessive bending when turning mattresses can also cause damage, especially to tufted mattresses where it can cause the tuft to be pulled through the mattress.

It is advisable to use a mattress protector on your mattress both for hygiene reasons, and to protect the fabric of your mattress from wear and tear. If there is a chance of spillages then a breathable waterproof mattress protector would be advised.

If spillages do occur then don't soak the mattress, or use strong chemicals or solvents not designed for use on upholstery. Wipe up spills immediately with a damp cloth before it soaks in. Or to be on the safe side avoid expensive accidents by using a breathable waterproof mattress protector.

Memory foam reacts to heat, so is not suitable for use with electric blankets, or hot water bottles. Dust mites feed on dead skin, so it is essential that the mattress is vacuumed from time to time. Preferably each time the bedding is changed, and the mattress turned.

It is very important that before buying a pocket sprung mattress that you check the compatibility with the base it is to be used on. As a general rule pocket sprung mattresses are not suitable for slatted bases, except for a few exceptions. It is possible however to adapt a slatted bed so that it is suitable to take a pocket sprung mattress. If in doubt then you must ask.

Divan Bases

Divan bases are designed to support weight from the top only, and are designed for use with a mattress on top. They are not designed to be used as a step, or to be jumped on.

When moving a divan base take care not to knock the base on a corner, as the base is not designed to take any weight or pressure from one corner, and the whole frame could be knocked out of alignment.

All the castors/glides, connecting bars, bolts etc... should be inside the packaging of your divan base. If the base has drawers, then the parts will be in a bag within one of the drawers.

Drawers are sometimes secured for transit by a piece of cloth stapled to the drawer and the divan frame.

The location of the threaded inserts for the headboard bolts should be indicated by stickers on the divan base.

Castors and glides are a push fit, and once fitted can not be removed without removing the insert also.

Bedsteads

Follow the instructions supplied by the manufacturer. However one tip to help prevent squeaking is to first of all tighten all the bolts as instructed. Then after three nights use, tighten them again.

If you have purchased a slatted bedstead, then it will not be suitable for most pocket sprung mattresses. However simple modifications can be made to solve this problem. If in doubt contact us.

Slats will not be strong enough to support your weight without a mattress on top of them to spread the weight out.

Under no circumstances should you jump or stand on a slatted bed (even with a mattress in place).

Headboards

Headboards come without the mounting bars attached. However all the screws should be included, and the locations for screwing the mounting bars to the headboard should be indicated with a sticker.

Some heavy metal headboards may need to be used against a wall in order to give adequate support.

All the above advice is generic. If you want any advice about individual products, then please feel free to contact us.