



## Mattress Care Guide

Dormeo mattresses are vacuum packed, which enables easier transport and ensures maximum hygiene. **DO NOT USE SHARP OBJECTS** to open the packaging; otherwise you might damage the fabric. Packaging must be opened within 30 days of acceptance of the mattress.

Dormeo mattresses reform to shape within 15 minutes of opening, however you should wait 24 hours before use. Do not bend or fold the mattress after unpacking it. The product is intended for use in closed places with a normal climate. We recommend weekly ventilation of the room and exposure of the mattress to fresh air. During ventilation, bed linen should be removed from the product. This will prevent humidity from building up in the mattress and consequently also prevent build-up of mould.

During the first 6 months of use you should regularly change (turn) the position of the mattress: the head and foot section. We also recommend putting the mattress in a vertical position as this enables the structure and filling to be optimally stabilized. Avoid using the mattress on metal nets, bases with wide laths and flat plates. These surfaces are unsuitable, as they do not release humidity, which may consequently lead to the development of mould. Use the mattress on wooden laths of the same dimension as the mattress to enable good air circulation and the correct support. We recommend the use of Dormeo-flex laths. The product is not intended for use in humid places. Avoid liquid and humidity on the mattress. We do not recommend wet cleaning and ironing. In order to perfectly protect the mattress, we recommend you protect it with washable mattress covers. We recommend the use of Dormeo mattress covers.

- Do not use with an electric blanket.
- The mattress cover cannot be washed - dry clean only.
- The mattress mustn't get wet - take care not to spill water or any other liquids on it. If it does get stained, clean only with soapy water and a damp cloth then dry the mattress well.
- Keep the mattress in a dry place: if your bedroom is humid, you must regularly ventilate your mattress. You can also do this by lifting the mattress.
- The mattress should also be ventilated if you rarely use it.
- The mattress can also be protected from dirt and bacteria by using the Dormeo specially treated mattress covers.
- Wet cleaning and ironing is not recommended.



## 90 Night Trial

- All mattresses sold by ideal shopping direct limited ("Ideal") are supplied with a "90 Night Trial". Ideal agree to extend your right to cancel your order of a mattress for up to 90 days (commencing on the day of delivery to you) and will refund any monies paid (excluding P&P costs) after we have collected the mattress and we have received it back.
- For customers to benefit from this 90 night trial offer we ask that you unpack and check your mattress as soon as possible after it has been delivered. Please remove the mattress from its box, carefully remove all polythene wrapping and allow the mattress to unroll in an adequate space. Please retain the polythene wrapping in case you wish to return the mattress to us.
- Allow at least 24 hours for the mattress to take shape in a warm room. Once opened there may be a "new foam" smell which should dissipate within a few days.
- We would recommend that you fit a clean mattress protector to the mattress before sleeping on it.
- Sleep on your mattress for up to 90 nights.
- If you are happy with your purchase please dispose of all the packaging in a responsible manner and recycle if possible.
- If you're not happy with your mattress please contact our Customer Service number (08717 123456 8.00am - 8.00pm daily) within the 90 day period and a member of our team will arrange for the mattress to be collected from you free of charge. Please note that you may be asked why you did not find the mattress satisfactory.
- Unfortunately we cannot accept a return where the mattress has been accidentally or otherwise damaged. By way of example this includes damage to the cover or core of the mattress or if the mattress has become soiled, wet or stained.

