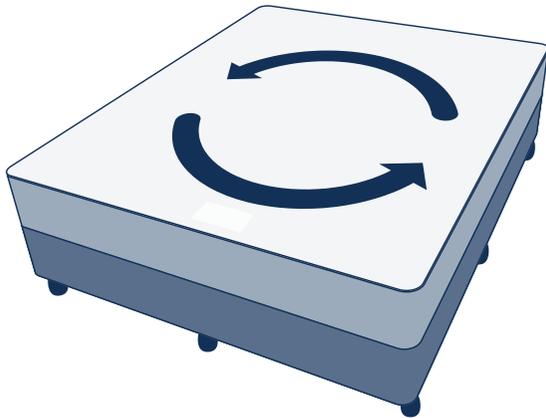


### Caring for your new A.H. Beard Product

- Rotate your A.H. Beard mattress end-to-end every month to even out the slight body impressions that develop as the upholstery settles. If your mattress has handles, these can be used to rotate your mattress, but do not lift your mattress using the handles. Any damage caused by doing so will not be covered by this guarantee
- A mattress protector should be used to avoid soiling
- Remove and destroy the plastic bag your mattress or base was supplied in
- Do not use an old base with your new mattress. The two parts of your sleep set work together for your comfort and support
- Ensure that castors are screwed in tightly and checked each year



### Warning

Do not lift your mattress or base by yourself as this may result in injury.

### Register your A.H. Beard purchase

To enable us to better assist you should you experience an issue with your new A.H. Beard product, please register your purchase via our website. Simply go to [ahbeard.com](http://ahbeard.com) and head to the Customer Support page. Click on 'Register a Product' to enter your purchase details.

These guarantees are given by:

A.H. Beard Pty Ltd  
1/35 Bryant Street  
Padstow NSW 2211  
Phone: 1300 654 000

Email: [customercare@ahbeard.com](mailto:customercare@ahbeard.com)  
[www.ahbeard.com](http://www.ahbeard.com)



# MATTRESS CARE & GUARANTEE

**Congratulations on the purchase of your new A.H. Beard product. We are confident that it will provide years of sleeping comfort.**

**A.H. Beard has been setting the standard for quality bedding for over 118 years. 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 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.**

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

#### **Rights under the Australian Consumer Law**

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. 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 of this product a guarantee against defects in workmanship and materials. The guarantee period is indicated on the 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. Note that the guarantee period applies to the original purchaser and commences on the date of purchase of this product.

A.H. Beard reserves the right to charge an up-front call out fee prior to an inspection taking place at any stage during the life of the mattress. This fee will be refunded should a manufacturing fault be discovered.

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.

#### **How to claim under this Guarantee**

To be entitled to make a claim under this guarantee you must notify A.H. Beard of the defect within 30 days of it appearing.

You must:

- Provide us with your full name and address, and details of the defect; and
- Provide us with your original receipt as proof of purchase

You can notify A.H. Beard of the defect and make a claim via our website: [www.ahbeard.com](http://www.ahbeard.com).

#### **How to claim your out-of-pocket costs**

Unless otherwise stated in this document, you will bear the cost of claiming under this guarantee. If you are entitled to claim labour or transportation costs, approved by A.H. Beard before they were incurred, and which directly relate to the repair of the mattress or base, please send your receipt as proof of payment of these costs to A.H. Beard Pty Limited, PO Box 41 Padstow NSW 2211 and A.H. Beard will reimburse you the costs incurred.

#### **Body signature**

All mattresses will exhibit body signatures as the upholstery conforms to the body to provide cushioning and comfort. This is not a defect, and hence is not covered by this guarantee. Body signatures of up to 40mm on a pillow top mattress and up to 20mm on a non-pillow top mattress are considered a normal effect of everyday use. Rotating the mattress periodically will help even out wear and tear.

#### **Base Support**

Timber platform bases manufactured by A.H. Beard offer the best possible support for your mattress in order to prolong its life and ensure the most comfortable sleep experience. A.H. Beard bases are reinforced with a densified fibre pad and high density non-woven fabric to ensure that the weight of the mattress is evenly distributed across the entire surface of the foundation.

A.H. Beard mattresses can be used on slat bases or timber slatted bedframes. If you are using a base other than one supplied by A.H. Beard, we recommend that the slats be no more than 10cm apart and have a centre support rail, to ensure suitable support for your mattress. Flexible (convex arching) slats can lose their resiliency over time, becoming concave. They should be rotated

from high load areas (centre) to low load areas (head/foot) and replaced regularly. Solid panel bases must have holes to allow adequate air circulation and moisture transfer.

#### **Additional terms**

##### **This guarantee does not cover:**

- A mattress or base that is not to your comfort preference i.e. too hard or too soft
- A mattress or base that, on inspection by A.H. Beard, is found to be stained or in an unsanitary condition
- Bent or broken castors or legs, loose T-nuts inside the base caused by castor legs not being kept sufficiently tight, or other broken fittings caused by poor maintenance
- Damage to the mattress caused by it being placed on an inappropriate slatted base that bows or flexes under the weight of the mattress and sleeper
- Mattress damage caused by defective timber or metal slats
- Mattress damage caused by a base system that does not provide even support, or adequate support in the centre
- Mattress damage caused by lifting the mattress by the handles. These are for rotating the mattress only
- Normal wear and tear, or damage caused by mishandling, abuse, misuse or negligence including folding, bending, standing on or jumping on the mattress or base

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.

Any use of this product other than the use for which it was originally intended is not the responsibility of A.H. Beard.