

Dynamic[®] Bedding

Guarantee & Warranty Programme

*A Simple Guide to Maintaining
Your Bed's Longevity!*



Congratulations on Your New Bed!

You've just purchased a quality Dynamic Bedding sleep set. To extend the life of your new bed and ensure satisfaction with its performance, please keep the following guidelines in mind:



Rotating Your Mattress

Over time, your mattress may develop uneven wear as some areas bear more weight than others. Regularly rotating your mattress helps distribute this wear evenly, prevents sagging, and extends the lifespan of your mattress.

How often should you rotate?

We recommend rotating your mattress every month. For double-sided mattresses, flipping may also be required. Always refer to the manufacturer's guidelines.

Body Impressions

Slight body impressions, up to 5 cm, are a natural outcome of the mattress adjusting to the unique contours of your body. This means the mattress is performing as intended by conforming to your shape. These impressions are not to be confused with sagging or a structural defect. They are especially noticeable on queen and king-size mattresses, indicating that the comfort layers are adapting to your body, thus enhancing support and comfort.

Choosing the Right Comfort Level and Weight Rating

To ensure long-lasting comfort and proper support, it is crucial to select a mattress with the right comfort level and weight rating for your specific needs. A mattress that matches your weight and comfort preferences will offer better support and prevent premature wear or sagging.



Protecting Your Mattress

Your mattress is an investment, and proper care can prevent premature wear or damage.

- **Use a mattress protector:** A waterproof, hypoallergenic protector can shield your mattress from spills, stains, dust mites, and allergens, ensuring your mattress stays clean and hygienic.
- **Avoid jumping on the bed:** Excessive pressure can damage the internal structure.

Your Warranty

Dynamic Bedding products come with a **service warranty**, which includes a **full factory guarantee**, as outlined by the product specifications. Please note the following:

- **Normal wear and tear** and damage due to abuse, misuse, or negligence are not covered.
- If identical materials are not available during repair or replacement, Dynamic Bedding reserves the right to substitute them with materials of equal quality.
- The company may refuse to handle items deemed unsanitary. We recommend using a mattress protector to maintain the condition of your bed.
- For warranty service, contact your nearest Dynamic Bedding retailer with your original proof of purchase to validate your claim.
- The warranty covers only the defective item in a sleep set and does not reset upon repair or replacement. It remains valid from the original purchase date.
- During the guarantee period, Dynamic Bedding covers repair or replacement costs. After this period, any costs will be shared on a **pro-rata basis** for the remainder of the service warranty period. **Transport costs are not included.**

Warranty Does Not Cover:

- Damage due to misuse (bent border wire, jumping, walking, or bending the product).
- The product if it is dirty, stained, burnt, soiled, and infested with insects or in an unsanitary condition.
- Personal comfort preferences or suitability for medical conditions.
- Normal body impressions (up to 5 cm).
- Firmness preference.
- Damage to the mattress cover (fabric).
- Items sold "as-is," distressed, shop-soiled, or floor models.
- Items used beyond their weight limits or for purposes other than intended.
- Incidental or consequential damages.
- The base of the mattress



Additional Mattress Care Tips

- **DO NOT** bend your mattress, as this can damage the inner spring unit. Instead, flex the mattress slightly when manoeuvring through doorways and avoid bending the corners when fitting sheets.
- **DO NOT** stand or jump on your mattress.
- **DO NOT** iron, smoke, or apply heat on or near your mattress.
- **AVOID** eating on the bed or letting pets sleep on it.
- **AVOID** sitting on the edge of your mattress as it may cause damage over time.



Important Information

- After removing the protective plastic covering from your new mattress or base, you may notice a slight odour. This is normal and will dissipate after airing the mattress.
- Ensure your base or frame is in good condition to provide adequate support for your mattress. A worn or faulty base may give the appearance of sagging, even if the mattress is still in perfect condition.
- Never clean your mattress with chemical detergents or cleaners. Instead, protect it with an underblanket or mattress protector. Stains or soiling may void your warranty, and mattresses in an unsanitary condition will not be eligible for service.
- Comfort impressions are a sign of your mattress conforming to your body. Impressions of up to 5 cm are expected and should not be considered a defect. Rotating your mattress can help even out these impressions.

Dynamic Bedding is committed to ensuring you have the best possible sleep experience. For any concerns or questions, please contact your nearest store with proof of purchase.

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