



**A.H.BEARD®**

Improving Lives Through Better Sleep.

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SINCE 1899

# Bed Care Guide and Guarantee



**Register now to activate  
your guarantee**

[ahbeard.com/register](https://ahbeard.com/register)

# 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 A.H. Beard purchase online at [ahbeard.com/register](https://ahbeard.com/register)

## **Your Mattress**

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# Getting to know your new mattress

It can take a little while to get used to the level of comfort and support provided by your new mattress. If you have been sleeping on a different type of mattress, the materials of your new mattress may feel quite different from what you are used to using.

Your new mattress may also feel a little different to the one you tried in the store. The mattresses on display in retail stores 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 different base from the store, this can alter the final level of comfort and support your experience at home.

It is important not to confuse “uncomfortable” with “unfamiliar” when getting to know your new mattress. We recommend that you sleep on your new mattress for at least four weeks to allow the comfort materials to respond to your unique shape and sleeping positions and for your body to adjust to the benefits of your new mattress. If, after 4-6 weeks, you are not 100% happy with your choice, please refer to our Better Sleep Promise on page 8

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, which 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, and it may feel cooler.

# Caring for your mattress

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.

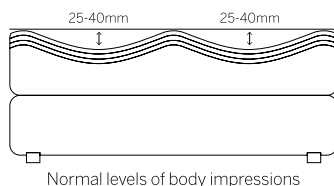
## **Use a suitable, supportive base**

- 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 optimum comfort and support.
- A.H. Beard's adjustable bases also 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](http://www.ahbeard.com)
- Be sure that the legs are screwed in tightly and checked each year or as required.

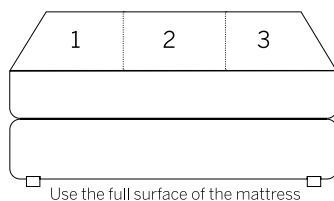
- If you are using a slat base or timber slatted bedframe with your new mattress, we recommend that the slats are no more than 15cm apart, and have a centre support rail and leg to ensure suitable support for your mattress. Flexible (convex arching) slats can lose their resilience over time, becoming concave. They should be rotated from high load areas (such as the centre third of your mattress) 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

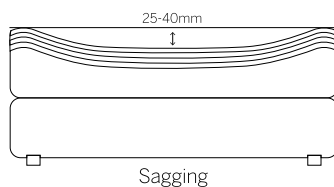
- Most people tend to sleep in the same area of their mattress each night, therefore you may notice visible indentations over time. These indentations, sometimes referred to as body signature or body impressions, are the result of the comfort layers responding to your body shape. Indentations of up to 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.



- To minimise the ridge in the middle of the mattress ensure that you use the entire sleep surface. This will help the mattress to settle evenly.
- 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**

Gently vacuum your mattress regularly with a soft brush attachment. Do not wet your mattress as it may damage the comfort layers and spring unit. This may void your guarantee. Spills should be dried immediately. Failure to keep your mattress clean and free from stains may void your guarantee, as it poses a health and safety risk to our team should your mattress need to be returned for inspection or repairs. We recommend you use a mattress protector.

**Storing your mattress when not in use**

Store your mattress in a cool, dry place out of direct sunlight. Cover your mattress to keep it free from dust. King Koil and other spring mattresses can be stored upright. Do not lean anything against your mattress. If your mattress is hand-tufted, or contains latex or gel, it should be stored flat with nothing placed on top. We recommend storing your mattress in an appropriate mattress bag. Mattress bags and boxes can be purchased from A.H. Beard.

# 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 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

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To learn more click on the icons or visit [ahbeard.com/sleep-advice/](https://ahbeard.com/sleep-advice/)

# A.H. Beard's Better Sleep Promise

To help us provide you with fast and efficient service, we recommend you register your mattress purchase online at [ahbeard.com/register](http://ahbeard.com/register).

We understand that buying a new mattress is a significant investment, and it can sometimes be difficult to know whether you have made the right comfort choice.

It can take a while to get used to the different level of comfort and support provided by your new mattress. We recommend that you sleep on your new mattress for 4-6 weeks to allow the comfort materials to respond to your unique body shape. If you are not experiencing the quality sleep you expect, then we're here to help.

If, after sleeping on your new mattress for 4-6 weeks, you are not happy with the comfort feel you selected, you can opt to have this adjusted for a nominal fee. This is a more cost-effective and environmentally-friendly alternative to purchasing a new mattress.

It is important to consider other factors that may be impacting your sleep quality. Your choice of pillow, bed linen, bed coverings (quilts, blankets etc.), room temperature and other environmental and lifestyle factors can all have an effect on overall sleeping comfort. For more information on how to create the ideal conditions for sleep, please read our tips for a better night's sleep on page 6 or visit [ahbeard.com](http://ahbeard.com).

If you are not happy with your comfort choice, please call A.H. Beard's Customer Care team on: AUS - 1300 654 000 / NZ - 0800 242 327 Alternatively, you can submit your request online at [ahbeard.com/customer-care](http://ahbeard.com/customer-care). Please read the conditions on page 9 before contacting our team.

Provide the following information:

For any concerns relating to the quality of materials or workmanship of your mattress, rather than your comfort choice, please refer to the Guarantee section on page 10.

Brand of mattress purchased:						
Mattress model name: <small>(usually found on the label or embroidery on the foot end of the mattress)</small>						
Single	Long Single	King Single	Double	Queen	King	Super King
Purchase date:			Store of purchase:			
Would you like to make your mattress softer or firmer?				Softer	Firmer	

\*terms and conditions apply see page 8



## **The following conditions apply to A.H. Beard's Better Sleep Promise:**

1. A.H. Beard's Better Sleep Promise covers changes to the comfort feel of your mattress and is offered in addition to the guarantee provided on your mattress purchase. Please see the Guarantee section on page 9 for details of the guarantee and instructions on what to do if a defect arises as a result of faulty workmanship or materials.
2. Under the A.H. Beard Better Sleep Promise, we will:
  - return your mattress to the nearest A.H. Beard manufacturing facility,
  - modify the comfort layers in your mattress to more closely meet your comfort preferences, and
  - return your mattress to you.
3. A nominal charge applies to any mattress adjusted under the Better Sleep Promise, to cover the cost of transport to and from your nearest A.H. Beard facility, and the additional comfort materials used. This cost will be provided to you for approval, prior to your mattress being collected or any alterations being made.
4. If you have purchased an A.H. Beard Signature Collection mattress, the proposed adjustments will be assessed by our team to confirm whether they can be made. A cost will be provided to you for approval prior to your mattress being collected or any alterations being made.
5. A.H. Beard will coordinate the transport of your mattress to and from our facility. Do not arrange transport, or deliver the mattress yourself to one of our factories before speaking to an A.H. Beard representative.
6. There is no limit to the number of times you can have the comfort feel of your mattress adjusted within 3 years of original purchase date. However, a charge for each change, including transport costs and materials, will apply.
7. The Better Sleep Promise does not cover:
  - Mattresses used in commercial environments, including holiday rental properties.
  - A mattress that is stained or in an unsanitary condition. If, upon inspection by A.H. Beard, your mattress is found to be in an unsanitary condition, A.H. Beard requires that it be sanitised by an accredited mattress cleaning service before it can be collected. You will be required to provide a receipt for the sanitisation service to our driver before the mattress will be collected and returned to A.H. Beard for comfort adjustment.
  - Note that sanitisation only treats surface stains. A mattress that is soiled on the sides, through the comfort layers and/or spring unit, will not be accepted. Damage of this kind will void your guarantee.
  - Damage to the mattress caused by it being placed on an unsuitable foundation.
  - Normal wear and tear or damage caused by misuse.

# 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 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 of this product a guarantee against defects in workmanship and materials. The guarantee period is indicated on the product law tag (production label) sewn into the head of the mattress or base.

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/register](http://www.ahbeard.com/register)

**The following conditions apply to the guarantee:**

- The guarantee applies to the original purchaser. 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.
- Any commercial use including holiday rentals.
- 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 stitches in the quilting.
- Sanitisation of the mattress in the event that it is stained. You must arrange sanitisation of your mattress prior to any service and provide a receipt for the service.
- Transportation outside of metropolitan areas or regional hubs. You are responsible for delivery of the mattress back to the store of purchase for further shipping.

# 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  
**[ahbeard.com/contact/](https://ahbeard.com/contact/)**

Click on 'Log a Guarantee Issue' 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 more quickly.

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 happens next?

A representative from A.H. Beard's Customer Care team will call you to discuss your claim.

We will first determine whether the issue is due to faulty workmanship or materials. If a fault is evident, we will collect your mattress and return it to our facility for repair.

If a fault is not evident, an A.H. Beard inspector will come to your home to assess the mattress or base and determine the next steps. In the event you disagree with our inspector's assessment, your mattress will be returned to our facility for further inspection. We will provide you with a loan mattress if required while you are without your mattress. A transport fee applies.

A.H. Beard will conduct a thorough inspection of your mattress and provide you with a detailed report. Should faulty workmanship or materials be found, we will repair your mattress and refund the initial transportation fee. Please note that you will still bear the cost of sanitisation.

If we do not find evidence of faulty materials or workmanship, a Customer Care representative will call to discuss the options available to you.



SINCE 1899



A family  
owned  
Australian  
business



## AUSTRALIA

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