

Smeaton Brothers
healthbeds
family bed makers since 1893
Care Guide & Guarantee



10
Year



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10
Years peace
of mind
with

Smeaton Brothers

Est. 1893

The Family Bed Makers Of Britain

Our commitment to you:

We are committed to providing our customers with the highest quality beds that are built to last. We understand the importance of a good night's sleep and the role a comfortable and durable bed plays in achieving it. To demonstrate our confidence in our products and ensure your peace of mind, we offer the following 10-Year Bed Guarantee.

We guarantee that your healthbeds bed will be free from defects in materials and workmanship for a period of 10 years from the date of purchase. This guarantee covers structural integrity, including the frame, springs, fabrics, and any other components provided by Smeaton Brothers & healthbeds.

Repair or Replacement:

In the event of any covered defects within the 10-year guarantee period, we will, at our discretion, either repair or replace the defective parts or the entire bed. The decision to repair or replace will depend on the nature and extent of the defect and will be made solely by healthbeds.

Claim Process:

To make a claim under this guarantee, please contact the retailer it was purchased from within 14 days of discovering the defect. We/the retailer will request images of the fault where applicable. The next step of the claim process is, someone from the retailer will come to inspect the goods. Many situations vary in process, however this is the first and foremost part of the claim.

Conditions and Exclusions:

This guarantee applies only to the original purchaser of the bed and is non-transferable. The guarantee is subject to the following conditions and exclusions:

On mattress only purchases we require it is on A base that is in good working condition Platform-Top or Internal Sprung base.

The bed must not be soiled, and must be in a clean hygienic condition upon the beginning of the claims process to ensure a safe inspection of the fault can be carried out.

The bed has been used and maintained in accordance with the care instructions provided by us.

Any modifications or alterations made to the bed by the customer or a third party without the explicit written consent from us will void this guarantee.

Normal wear and tear, including natural settlement, minor fabric fading or stretching, is not covered under this guarantee.

Damage caused by handling error, misuse, abuse, accidents, soiling or acts of nature such as fire, flood, or pests is not covered in the guarantee.

This guarantee does not cover third party mattresses, pillows, or any accessories that are not explicitly provided by Smeaton Brothers and healthbeds.

Perceived level of comfort (Soft, Medium & Firm) is largely subjective and is not covered by this guarantee.

Resolution Time frame:

We aim to resolve all valid guarantee claims promptly. However, the resolution time may vary depending on the nature of the defect and the availability of replacement parts. We will keep you informed throughout the process and make every effort to minimize any inconvenience caused.

Legal Rights:

This guarantee does not affect any rights that you may have under The Sale of Consumer Goods Act 1979.

Thank you for choosing Smeaton Brothers and healthbeds and for taking the time to read this guarantee. We hope you enjoy your time with your new bed. Welcome to the family.

Caring for your new bed

You can, by taking the following simple steps, ensure you get the maximum life expectancy from your bed:

Turn the mattress at least once a week during the first three to six months use, then once a month thereafter.

This action will minimise the depression that quite normally occurs when the cushioning layers settle.

'No-Turn' products have only one sleeping surface so should not be turned over but do need rotating through 180° as stated above.

Always use a suitable mattress protector or underblanket to prevent the dyes used in some mattresses transferring onto bed linen, as a reaction to body moisture or liquids.

Avoid persistent sitting on the edge of the bed as this places undue strain on the rod edge and perimeter springs. Never use a vacuum cleaner, soft brush your mattress and/or divan regularly.

Check that legs or castors, fixing bolts (where used) and headboard fixing screws are firmly in position.

Never roll or fold your mattress when moving or storing. Our mattresses have straight lengths of wire down each side as a part of the Spring unit which, if bent, will not straighten.

Never use a mattress on a base not designed for it. The life of a mattress can be severely shortened by use of an unsuitable base.

Do not overload the compartments in storage models.

The drawers in storage divans have been designed primarily to hold bed linen, clothing and light weight items. Excessive weight can cause distortion or damage to the drawers. Over-filling them may restrict free movement or cause them to jam.

Thank You & Welcome