# WELCOME

### TO YOUR BEST SLEEP EVER



Helping you understand your new bed or mattress





### INTRODUCTION

Welcome to your new bed

#### **Congratulations!**

Welcome to your new bed from Sleepv Hollow Bedroom Centre. This guide is designed to help you learn to take care of your new bed so it can take Established in 1984 Sleepy care of you. On the next page Hollow Bedroom Centre is a you will find answers to a lot mainstay across Lancashire of the auestions we are often and the UK for beds and asked after delivering a new mattresses. By providing product. It is our priority to professional and prompt make sure you get the best services with that familynight's sleep possible. We take run customer service feel. great pride in our customer Moreover, our fully trained service and want you to be as in-store and delivery staff will happy as possible with your help give you complete peace purchase.

Sleepy Hollow is a familyowned and independent Our dedicated and helpful furniture retailer spanning staff are able to offer a over three generations. We complete assembly service pride ourselves on offering with the advantage of exceptional value for money removing and recycling your and auality furniture sourced old bed. and manufactured in the UK. We are registered with the As a family business customer National Bed Federation, satisfaction is paramount the regulatory body of the therefore we take great pride bed and mattress industry. in our service. Importantly, as a premium furniture retailer, we stock an extensive range of leading brands in our warehouses. Distributing in our own vehicles enables us to supply **Snug as a bug in a rug!** 

you with outstanding value for money and unparalleled service that is expected from an established retailer such as Sleepy Hollow.

of mind when purchasing your new bed.

We hope you are delighted with your new purchase.

#### My mattress feels too hard

perfectly normal. During the manufacturers mattress are tightly packed, it

Your mattress can often feel can take a few days for these firmer than desired when fibres to relax. Whilst this should it is first installed. This is only take a few days, some recommend manufacture and transport waiting up to 90 days to allow process, the fibres in your the mattress to fully relax.

#### How long will my mattress last before I need a new one?

and usually one that is hard factors to take into account when estimating how long your mattress will stay in tip top condition, not least the quality of the mattress you have

This is a common question purchased. We have a golden rule at Sleepy Hollow Beds - 1 to answer. There are many year for every £150 spent on vour mattress. Of course this is just a guide but with regular maintenance you should have plenty of life in your new mattress.

#### My bed feels lumpy

If you feel that your mattress a particularly tight turn en route others parts, this usually dissipates over the first night or two. Sometimes when delivering a mattress it is necessary to slightly bend the mattress so as to get it through a staircase or with our team.

has a lump or areas of its to the bedroom. This can cause surface that feel firmer than a temporary feeling of lumpiness but as your mattress relaxes in place this should disappear. If any lumpiness persists after a couple of nights then please dont hesitate to get in touch

#### Can I flip my mattress?

This depends on your mattress. Increasingly more and more mattresses are becomina one to take a look at the underside. If the material feels different to our store a call.

the top this is usually a non-slip cover to help keep your mattress secure and therefore cannot be sided. The easiest way to tell is flipped. If you are unsure just ask our delivery team or give

#### I can't open my drawers

Manufacturers staple "tags" of material across the front of drawers to avoid them opening will release the staples and and becoming damaged free your drawer. The material in transit. Our delivery team is attached in such a way that will remove these tags when it will not damage your bed by installing your bed. However, if removing the tags. this has been missed, the tags

are stapled inside the divan and a sharp tug on the material

#### My headboard moves

Whilst every effort is made brand of bed) hand-tightening headboard, there you will see 2, 4 or 8 (depending on size/

to ensure all headboards are bolts. Ensure your headboard attached securely and as tight is at the right height (bottom as possible, over time some can of headboard flush with the become loose and start to feel top of mattress) and tighten as "wobbly". To re-tighten your much as you can by hand. Do headboard, simply move the not attempt to use power tools bed away from the wall at the to do this. If you are still unable to attach firmly, then give our team a call on 01257 265 793.

#### Do you take away old beds?

We can remove any old bed the size and weight of the item or bedroom furniture that you have when you purchase a new bed. When removing items we much it would cost to remove have a 2 person team who are used to removing large items. There is a charge based on

being removed. For any more information or to find out how other items, just give our team a call on **01257 265 793**.

#### What happens to my old bed?

We never, ever send your mattress to landfill. At Sleepv Hollow we believe in a greener, more sustainable bed and mattress industry and as such all our collected mattresses

are taken, by us, to a UK based mattress recycling centre with an excellent reputation for providing greener solutions to landfill

#### **COMPLIMENT YOUR SLEEP**

Did you know that we sell lots of accessories to help you find your perfect night's sleep?



We have a vast array of pillows available which is the shortest route to improving your sleep. Generally, pillows provide comfort as well as support for your neck, head, and spine during your sleep. However, there are some pillows that offer specific health benefits. like herb infused pillows, temperature sensitive pillows. and magnetic pillows. We offer a range of these, simply pop into our store, check out our website or give the team a call on **01257 265 793.** 

Pillows, like all bedding, have a usable life span. Depending on the type of material, the pillow's lifespan varies. Feather and down pillows could last up to 5-10 years. Polyester pillows should be replaced after 2 years as your pillow may not be as clean as it appears.

Pillows are the favourite place of dust mites and other microscopic insects. In addition, heavily used pillows accumulate oil, dirt, and dead skin cells over time. While you cannot see them, these thinas could cause health issues and alleraic reactions. Make sure to wash your pillow covers every three weeks. Also, clean the pillow itself at least once every three months.

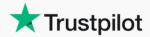
We also offer breathable waterproof mattress protectors from Velfont, these are the industry leaders when it comes to mattress protectors with great comfort matched with unbeatable value. Mattress protectors and pillows are available in store and online. Give us a call to discover how best to improve your sleep.



## **THANK YOU!**

We care about offering unrivalled service so feedback is invaluable.





We kindly ask all our customers to leave us a Trustpilot review. Simply search for us on the Trustpilot website or scan the QR code below with your phone's camera.



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