

# WELCOME

## TO YOUR BEST SLEEP EVER



**Helping you  
understand  
your new bed  
or mattress**

**SLEEPY  
HOLLOW**  
**BEDROOM CENTRE**  
sleepyhollowbedcentre.co.uk

Est. 1984



# INTRODUCTION

Welcome to your new bed

## **Congratulations!**

Welcome to your new bed from Sleepy Hollow Bedroom Centre. This guide is designed to help you learn to take care of your new bed so it can take care of you. On the next page you will find answers to a lot of the questions we are often asked after delivering a new product. It is our priority to make sure you get the best night's sleep possible. We take great pride in our customer service and want you to be as happy as possible with your purchase.

Sleepy Hollow is a family-owned and independent furniture retailer spanning over three generations. We pride ourselves on offering exceptional value for money and quality furniture sourced and manufactured in the UK. We are registered with the National Bed Federation, the regulatory body of the bed and mattress industry. 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

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

Established in 1984 Sleepy Hollow Bedroom Centre is a mainstay across Lancashire and the UK for beds and mattresses. By providing professional and prompt services with that family-run customer service feel. Moreover, our fully trained in-store and delivery staff will help give you complete peace of mind when purchasing your new bed.

Our dedicated and helpful staff are able to offer a complete assembly service with the advantage of removing and recycling your old bed.

As a family business customer satisfaction is paramount therefore we take great pride in our service.

We hope you are delighted with your new purchase.

**Snug as a bug in a rug!**

## My mattress feels too hard

Your mattress can often feel firmer than desired when it is first installed. This is perfectly normal. During the manufacture and transport process, the fibres in your mattress are tightly packed, it

can take a few days for these fibres to relax. Whilst this should only take a few days, some manufacturers recommend waiting up to 90 days to allow the mattress to fully relax.

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

This is a common question and usually one that is hard to answer. There are many 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

purchased. We have a golden rule at Sleepy Hollow Beds - 1 year for every £150 spent on your 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 has a lump or areas of its surface that feel firmer than 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

a particularly tight turn en route to the bedroom. This can cause 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 don't hesitate to get in touch with our team.

## Can I flip my mattress?

This depends on your mattress. Increasingly more and more mattresses are becoming one sided. The easiest way to tell is to take a look at the underside. If the material feels different to

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

## I can't open my drawers

Manufacturers staple "tags" of material across the front of drawers to avoid them opening and becoming damaged in transit. Our delivery team will remove these tags when installing your bed. However, if this has been missed, the tags

are stapled inside the divan and a sharp tug on the material will release the staples and free your drawer. The material is attached in such a way that it will not damage your bed by removing the tags.

## My headboard moves

Whilst every effort is made to ensure all headboards are attached securely and as tight as possible, over time some can become loose and start to feel "wobbly". To re-tighten your headboard, simply move the bed away from the wall at the headboard, there you will see 2, 4 or 8 (depending on size/

brand of bed) hand-tightening bolts. Ensure your headboard is at the right height (bottom of headboard flush with the top of mattress) and tighten as much as you can by hand. Do not attempt to use power tools 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 or bedroom furniture that you have when you purchase a new bed. When removing items we have a 2 person team who are used to removing large items. There is a charge based on

the size and weight of the item being removed. For any more information or to find out how much it would cost to remove 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 Sleepy 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 things could cause health issues and allergic 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.



## DID YOU KNOW

### The word "mattress" comes from Arabic

Years ago, bedding was awful – it consisted of a bunch of straw tied together with coarse binding. It wasn't until the Crusaders went to the middle east that they discovered the joy of a comfortable mattress. The Arab world had already been sleeping on cushions. Their word for this cushion? Matrah, which came from the word taraha, which literally translates to "throw."

# 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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