

Bedtime reading



Our aim is to be the UK's best bed retailer. For us this is about selling industry leading products, offering great value and providing exceptional customer service. We don't just want you to end up with the perfect bed, we want the whole experience to be painless.

Please read the terms and conditions provided in this pack. We work hard to make sure there are no issues, but it's important to know where you stand in the unlikely event when things go wrong. You can also find these online at www.bensonsforbeds.co.uk

Unless you've made a special arrangement with us, your delivery date will be written in the top right hand corner of your invoice. Before that day please read through the next few pages so you know what to expect.

Size matters*

It might sound obvious but please don't just measure the room the bed will be going into. Make sure you've also checked it fits through your front door, up any stairs, round any bends and into its final spot. To help you, approximate sizes including packaging are:

- S Single**
95cm x 195cm (3'1" x 6'5")
- SD Small Double**
125cm x 195cm (4'2" x 6'5")
- D Double**
140cm x 195cm (4'7" x 6'5")
- K Kingsize**
155cm x 205cm (5'1" x 6'9")
- SK Super Kingsize**
185cm x 205cm (6'1" x 6'9")

Please also make sure the van will fit down your road. The vans are around the size of a dustbin lorry. If you have any concerns about the size of your road, please let us know.

What we need from you

If you would like someone else to discuss your queries with us, you'll need to give us permission to speak with them.

Make sure you have paid in full at least 5 working days before your delivery date. If you haven't, we'll have to reschedule.

Please allow 10 working days for cheques to clear. To arrange or amend delivery of your order, please visit www.bensonsforbeds.co.uk/delivery-booking/. If your delivery has already been arranged you will be able to change the date up to 3 working days prior to your order being delivered.

On your delivery day, make sure someone is home for the entire delivery slot.

Finance agreement

Applicable to customers purchasing with finance.

You may have taken advantage of one of our finance options to purchase your product(s). If you have we will have provided you with an electronic or printed copy of your agreement and pre-contract information.

This information includes:

- Monthly payment details
- Total loan value and amount
- APR information
- Details of our credit provider; please note that Bensons acts as a credit intermediary
- Credit terms and conditions



We are regulated, as are our credit provider, by the Financial Conduct Authority in relation to credit.

The Furniture Ombudsman



We're also proud to be full members of The Furniture Ombudsman. We're signed up to their code of practice meaning you can get unbiased, informed advice on products or services. You can call them on 0333 241 3209, visit www.fhio.org, or write to:

The Furniture and Home Improvements Ombudsman,
Premier House, First Floor,
1-5 Argyle Way, Stevenage SG1 2AD

If you have any questions, please don't hesitate to give us a call on 0333 222 6800 or email enquiries@bensonsforbeds.co.uk. Opening time for Customer Services are 8am-7pm Monday to Friday.

*These dimensions are provided here only to ensure you have sufficient space available to enable your product to be easily delivered. They should not be relied upon as accurate dimensions of any particular product. If you are expecting your product to be a specific size, please refer to your product literature or consult a Sleep Wellness Advisor.



Customer Delivery Charter - Our commitment to you

If you need to speak to us about your delivery, please call us on **0333 222 6800** or visit www.bensonsforbeds.co.uk/help/



Our commitment before delivery



Keeping you informed

- We will send a reminder 7 days before delivery via text & email
- 3 days before delivery we will send your 2 hour delivery slot via text & email



Assembly service

- We offer a pre paid assembly service for both divan & ottoman bases & headboards



Recycling service

- If you have chosen recycling, we will bag up and take away your pre paid items



Our commitment on the day



Keeping you updated

- We will text/email you at 06.30 to confirm we are on our way
- Our crew will call you 30-60 mins before our expected delivery time
- Our crew will introduce themselves with Benson's branded photo ID



At your home

- We deliver your order to the room of your choice and will walk the route beforehand, to consider any items we may need you to move
- Our delivery crews will always wear overshoes in your home and wear gloves during the delivery



Leaving your home tidy

- We will recycle any packaging that has been removed, if you want us to
- Our delivery crew will give you a business card with their names on it and details about our feedback survey



Your considerations before delivery



Will it fit?

- Measure the access to your room of choice including any lifts, staircases or doorways



Vehicle access

- Let us know if your property has any access issues, our usual vehicle is the size of a refuse lorry



Delivery tracking

- We send you a link via email before delivery to allow you to track your order on the day of delivery



Your considerations on the day of delivery



Preparing for delivery

- Track your delivery using the link we sent you
- If you can't accept delivery on the day, please call us on the number above
- Clear a route from the front door to your room of choice including space for assembly if purchased



Keeping safe

- Make sure any pets or children are in a safe place during delivery
- Keep your existing mattress safe until after you have received your new one



And relax

- Hop in and enjoy a great nights sleep in your bed
- You will receive an email after delivery with a link to our survey - we'd love to get your feedback!



Comfort matters – Our guarantees

We hope that you'll get into your new bed on the day it arrives and not want to get out of it again.

But, we recognise that sometimes things don't go quite to plan.

Your comfort is the most important thing to us. And we've put in place three guarantees to help ensure it.

1) 40 night comfort guarantee

2) Five year guarantee

The next few pages will explain more about these.

1) 40 night comfort guarantee

We know it takes a while to get used to your new bed. So, if after 5 nights you don't find your bed totally comfy, we'll exchange it for a new one. You'll need to have used a mattress protector to qualify, but we promise to make the whole exchange process quick and simple. All we ask is that you try your new mattress for at least 5 nights. Please note charges apply to the guarantee. Our standard conditions apply.

We'll exchange your bed if, after sleeping on it for 5 nights, you don't find it comfortable.

- This must be a minimum of 5 nights and a maximum 40 nights.
- You must be able to provide proof of purchase.

- You must use a mattress protector. A free mattress protector is provided with our optional BedGuard plan.
- When a mattress is purchased with a frame, base or divan base we will only exchange the mattress and not the frame, base or divan base.
- You can only exchange your mattress once under the guarantee.
- The guarantee does not apply to the colour, height or width of your bed.
- It doesn't apply to clearance items, ex-display items, sofa beds, guest beds, ready beds, futons, and the 'starter' mattress (which comes free with some bed frames).
- If you do opt for an exchange then you will be subject to a charge of 10% of the original bed value and a re-delivery charge to cover some of the costs.
- You'll also need to make up the price difference if you opt to exchange for a more expensive mattress.
- If the new mattress is cheaper unfortunately you won't be eligible for a refund.

- If you are disabled and have bought a specialist bed and obtained VAT relief you may change it for a normal bed but you'll have to pay back the VAT rebate. If you want to register and arrange a bed inspection give us a call on **0333 222 6800**.

Bensons for Beds are proud to be full members of The Furniture and Home Improvement Ombudsman, which means we're signed up to the Ombudsman's Code of Practice. This means our customers can benefit from unbiased, informed advice from the Ombudsman about any aspect of products or service. For more information contact: The Furniture and Home Improvements Ombudsman on **0333 241 3209** or visit www.fhio.org

2) Five year guarantee

We'll replace or repair any part of a bed defective due to faulty materials or workmanship free of charge within five years of purchase or 10 years on selected items, you will be notified of any guarantees at the time of purchase.



- This applies even if the manufacturer's guarantee has expired.
- For all other items we offer a one year guarantee. But it's worth checking if your items are covered by longer manufacturer guarantees.
- We'll need photos of the issue to determine a manufacturing defect and in order for you to make a claim.

- Sometimes we might arrange to send a furniture technician to have a look. The decision of this inspector will be final.

- We'll try our best to exactly match fabrics when replacing a divan base, mattress or drawer.

- If repair or replacement isn't possible we'll offer you the chance to pick an alternative product. If this is more expensive you'll need to make up the difference.

- The guarantee is non-transferable and only applies to the original buyer and UK mainland. Your statutory rights aren't affected by these terms and conditions.

We won't cover:

- Excessive wear and tear or times when care instructions haven't been followed.
- Accidental damage after our delivery team have left.
- Accidental damage (we always advise using a mattress protector).
- Items bought when reduced for clearance (these are covered by our 12 month guarantee). Ask in-store for details.

However, if you purchase our optional BedGuard plan before your bed set is delivered you will be covered, because accidents do happen!

See our in-store leaflet or ask a Sleep Wellness Expert for exact details.

Buying the bed that's right for you is an important decision.

Our aim is to be the UK's best bed retailer. For us this is about selling industry leading products, offering great value and providing exceptional customer service. We don't just want you to end up with the perfect bed, we want the whole experience to be painless.

Optional 'BedGuard' plan

It's a sad fact but accidents do happen! That's why we offer an optional 5 year BedGuard plan.

Our in-store leaflet explains what is covered, the prices, full terms and conditions and how to make a claim or complaint. Our sales team will have offered you this service.

If you have chosen to take advantage of this optional service, you will have been provided with a copy of the leaflet at point of sale. If you have not yet received delivery of your items but wish to purchase the optional BedGuard please contact the store you purchased from or our sales team who will be happy to assist you.

Our commitment to you

To do this, we train our staff in seven principles:

- 1) **Helping you choose the right product**
- 2) **Getting it right first time**
- 3) **Fault free products**
- 4) **Handling your order carefully**
- 5) **Delivering direct to your bedroom**
- 6) **Taking care in your home**
- 7) **Not letting you down**

Here's more information on our principles and what we'll do if things don't go right:

1) Helping you choose the right product

Our in-store Sleep Wellness Advisor are experts in helping you find the right bed. They'll talk to you to understand what you want from a bed as well as helping you use our innovative **SleepPRO**® technology. We support this process with our 40 Night Comfort Guarantee.

2) Getting it right first time

If your order is incorrect or we deliver the wrong product then (as long as the right one is in stock) we'll contact you to rearrange delivery.

3) Fault free products

We work with our suppliers to ensure products are fault free. Any manufacturing defects will be replaced as soon as possible.

4) Handling your order carefully

If your order is damaged in transit then we will replace it as soon as possible.

5) Not letting you down

If we get something wrong we'll put it right as soon as we can.

Getting in touch

If you have any questions, please don't hesitate to give us a call on **0333 222 6800**

Please don't ever hesitate to get in touch with us. Just make sure that you have your sales order number handy so that we can help you more quickly (this is in top right hand corner of your invoice).

Our highly trained customer service team are focussed on sorting out your issue quickly and professionally.

You can also contact us via our website www.bensonsforbeds.co.uk/contactus or through **Facebook** www.facebook.com/bensonsforbeds or **Twitter** www.twitter.com/bensonsforbeds

Taking it further

Our aim is to avoid issues completely and sort them out very quickly if they do occur. However in the unlikely event that we haven't come to an agreeable resolution, we're proud to be full members of Furniture and Home Improvement Ombudsman.



Furniture & Home Improvement Ombudsman

We're signed up to their code of practice meaning you can get unbiased, informed advice on products or service. You can call them on **0333 241 3209** at any time or visit www.fhio.org

Taking care of your new purchase

We hope you'll be really happy with your purchases. The next few pages explain ways you can look after what you've bought to make sure it lasts even longer. We've also included some general product details you might find helpful.

BedGuard Kit

We're proud of our products and we want you to get the very best from them. That's why we recommend our Care Kit for cleaning and keeping bed sets and bedroom furniture in tip top condition. It has been put together to provide the specialist cleaning solutions and cloths your new products need. Remember, using an alternative cleaning product could invalidate your optional 5 year BedGuard guarantee should you choose to purchase it. (See your guarantee.)

Mattresses

- Mattresses feel different on different bases. If you have switched between divan and a bed frame, it might take a few nights to get used to the change.
- New mattresses sometimes have a new car type smell. This will reduce over time. The more you can air the mattress the quicker this will go.
- As strange as it sounds; your mattress is like a good pair of shoes. The more you wear it in, the better it will fit you.
- A lot of our mattresses are made up of deep layers of luxury filling. These compress just the same way a pillow does to support your head and neck. This means indentations, or dips will appear. These are a good thing and a sign of quality. In sprung mattresses this is called settlement. In foam mattresses it's called compression, and is perfectly normal.

- Turning or rotating the mattress helps you to get the most from your mattress. The best thing to do is to turn or rotate the mattress every week for the first two months and then every 6-8 weeks after that. If the mattress is non-turn, then you can still rotate it from head to foot.
- If you lie in the same spot on your bed a dip will develop. Turning, flipping or rotating will help. But it's a good idea to change where you lie to avoid this.
- We won't deem a mattress faulty if the dips indicate it hasn't been turned or rotated.

Memory Foam

- Memory foam uses your body heat to mould around you to make you comfortable. This can make some people feel a bit warm. In order to reduce this, memory foam makes use of special cooling fabric and intelligent airflow systems.
- Memory foam will feel softer when it's warm and harder when it's cold so if your bed is next to a radiator it will have an effect.

Bed frames, bases and drawers

- Drawers aren't meant to hold more than about 15kg (2 stone). They'll break if they get overloaded.
- If a drawer is sticking it's best to lift the base if you can and check the drawer hasn't come off its runners.
- If your floor isn't flat, stress will end up poorly distributed which can cause a squeaky base. By oiling the base and tightening the screws you can minimise the chances of this happening.

Furniture

- Just like new mattresses, furniture might have a bit of a smell when it first arrives. It's nothing to worry about – but airing your room is a good idea to get rid of this.
- If items need assembly, make sure you don't accidentally throw away spares or instructions when you dispose of the packaging.
- Dust items with a clean cloth, or slightly damp cool cloth. Don't use abrasive household cleaners or polishes as they could cause permanent damage.
- Your furniture may discolour if you leave it in direct sunlight or leave things on it permanently. Try to also avoid exposing your furniture to direct heat, sharp objects or water.
- We make every effort to match colours and finishes on our products but a lot of our products are made from materials like wood, fabric and leather. This means there'll be natural variation in dye, shade, grain and texture. This will be more so with our hand distressed products. Variations are a design feature not a fault.
- If a panel, door or drawer needs replacing we'll make our best effort to match the materials but we can't guarantee a perfect match.

Handling, assembly and safety

- Make sure you get help assembling, moving or lifting your furniture.
- Some items are really heavy. It's always best to remove shelves, drawers and doors before moving anything.
- Make sure you always lift items from the base rather than dragging anything or lifting it by its top.
- If something has come with straps to fix it to the wall, it's for a reason. Make sure you fix it to the wall so it can't topple over.
- Be careful not to assemble wardrobes too close to the skirting board as carpet grippers could tilt the wardrobe forward.
- If your floor isn't flat it may mean your furniture doesn't sit quite square.
- Try not to overload shelves to make sure they don't bow and weight is distributed evenly.

Pets

As much as we love them, they don't always respect our furniture. So, if you have a pet, why not consider our BedGuard plan for added peace of mind.

If you have any questions, please don't hesitate to give us a call on **0333 222 6800** or email **enquiries@bensonsforbeds.co.uk**. We'll get back to you as quickly as we can. Opening time for Customer Services are 8am-7pm Monday to Friday.



Bensons for Beds

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0333 222 6800

bensonsforbeds.co.uk



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