

Respa.

Warranty Policy

Better nights. Quality days.



Care Guide

Respa Warranty Policy

We are delighted you have chosen a high quality handmade Respa product. You have made an important investment and we want you to enjoy the benefits your new purchase will give you for many years to come. We have produced this Warranty Policy 6: Care Guide to give you all the help and information you need to ensure you get the maximum comfort, support, and long life from your bed.

All Respa beds are manufactured using only the best quality materials. A great amount of additional work and finish is hidden from sight - quality that becomes apparent while sleeping. Respa is a trusted leading bed brand that you can buy with complete confidence. All our products are designed and tested to ensure you always have the best possible night's sleep.

Applicable on purchases made from 01 February 2025.

Warranty detail Respa Collections:

Respa Inspire Lifestyle Collection: **10 years**
Respa Inspire Vitality, Wellness: **8 years**
Luxury Collections, Serenity, Diamond, Pocket: **6 years**
Value Collections, Ortho, Essentials, Classics: **5 years**
Divans: **2 years**
Headboards: **2 years**

Warranty policy

Any claims under this warranty must be initially made through the retailer from whom the product was originally purchased. This warranty booklet along with a proof of purchase (receipt) should be given to the retailer whereby an inspection of the product will be arranged to determine what appropriate action to take.

Should a manufacturing fault occur within two years from the date of purchase. Respa will either repair or replace the product free of charge.

Warranty terms & conditions:

- It is with the retailer that the purchasers contract exists. Any claims under the warranty must be made through the retailer from whom the product was purchased. A claim must be supported by proof of purchase - sales receipt or invoice and images of the product. The retailer must complete the Respa customer complaint form and supply with images. If possible Respa will make a decision based on images. Alternatively, an independent inspection will take place and Respa will be provided with a report from this inspection. Respa will then take whatever action deemed necessary in line with the Warranty Policy.
- This Warranty applies only to the original purchaser of the product and is non transferable (e.g. second hand)

Contact your retailer.

Warranty terms & conditions:

- Should a manufacturing fault occur within 2 years from the date of purchase. Respa will either repair or replace the product free of charge. Thereafter, up to and including the maximum of the warranty term, repair or replacement will be made at Respa's discretion, subject to a sliding scale in line with the age of the mattress, a service charge will apply, depending on the age of the product.
- The Warranty protects you from the date of your purchase. In the unlikely event that the bed must be replaced, you will be covered under your original warranty.
- During your first year after purchase, transport cost relating to warranty issues will be met by Respa where there is a manufacturing fault. After the first-year transport costs will be met by the purchaser.
- Respa reserves the right to charge an upfront call out fee prior to inspection taking place at any stage of warranty life. This fee will be refunded should a manufacturing fault be discovered.
- When repairing or replacing items under the warranty. If identical materials are not available at the time of repair or replacement. Respa reserves the right to use substitute materials of equal quality. Identical fabric cannot be guaranteed: however, the closest available match will always be attempted.
- Products purchased in bundles cannot be returned for credit. If there is a manufacturing fault with one of the products, the faulty product will be replaced.
- All products offer a 2 year guarantee. In order to avail of extended warranty please register your warranty within 90 days of purchase. Extended warranty varies by product

Warranty does not apply:

- If the product default is not a direct manufacturing default.
- If the Respa Care Guide instructions below were not followed and applied.
- Upon inspection on the bed if it is found to be soiled or in an unsanitary condition.
- If there is evidence of inappropriate use or abuse of the product.
- Where the mattress has been used with an unsuitable divan base or slat bed with slats more than 70mm apart and 10cm in width.
- Where the purchaser does not give the manufacturer notice of the defect within 30 days of its discovery.
- It is found that the bed has been folded or bent.
- If the mattress is found with no label.
- If the perceived comfort preference of the product is not the purchasers liking this is not covered by the manufacturer's warranty as this is subjective.
- Body imperfections less than 50mm on our Inspire collections and 35mm on all other collections will not be considered as a manufacturing default. Settlement of fillings is normal in any handmade mattresses and is not deemed to be a manufacturing fault. Regular turning of the mattress is needed to allow the fillings to settle evenly. If you purchased a non-turn (rotating required) mattress we advise to rotate (not turn the mattress). See the Care Guide below for further details.
- Incorrect or faulty installation i.e. bending the mattress to gain access.
- Accidental damage.








Contact your retailer.

Care guide:

Taking Care of your New Respa Bed

Respa started making beds in 1947. Since then we have refused to compromise on our high standards. You can, therefore, be assured that your new bed will give you many years of comfort and reliability. Since you have made a considerable investment in your new quality bed, we are sure you will want to know how to take care of it to ensure the reliability and comfort you expect. Here are some do's and don'ts.

Do's & donts

-  **DO: Use A Mattress Protector**
A Mattress Protector will protect your mattress from body moisture and help to avoid stains. We advise to fit a mattress protector at all times.
 -  **DO: Air Your Mattress**
All new mattresses should be aired standing on their side for several hours in a well ventilated room to ensure that any new upholstery or synthetic odors are given the opportunity to fully dissipate. Regular airing will prolong the life of your mattress.
 -  **DO: Use a Suitable Base**
A Respa base or other suitable foundation will provide the best supportive, rigid, non yielding foundation for your mattress. An old base unit may not provide sufficient support. If you intend to use your mattress on a slat type foundation, please ensure that the slats are no more than 70mm apart and 10mm in width. In the case of a double, queen or king size, have a centre support rail. so that the mattress is supported evenly. This is especially important for heavy and premium mattresses.
 -  **DO: Break in the mattress**
It can take time to get used to the feel of your new bed compared to your old bed. Please allow a few weeks to adjust to your new bed especially if it is a different specification to your previous one. This is why you may initially feel a difference between the shop floor model and your new bed.
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-  **DON'T: Bend or Fold**
Do not bend or fold the mattress, even for temporary storage or removal: this will cause permanent damage to the internal components.
 -  **DON'T: Use Detergents or Chemicals**
We do not recommend the use of detergents or chemical cleaners on your mattress as this may bleach or disintegrate the fabric.
 -  **DON'T: Bounce or Sit Continuously**
Bouncing or sitting in the same area on a continuous basis can put an increased strain on the spring unit and shorten the lifespan of your mattress.

Contact your retailer.

Settlement of Mattress Fillings & Turning of your Mattress

Body impressions of up to 50mm depending on collection indicate that the comfort levels in your mattress are conforming to your body's individual contours. It is not a structural defect but a normal occurrence in the performance of your mattress and is within acceptable industry tolerance levels.

Body impressions are most notable in the mornings as the surface has been depressed for hours. To offset the body impressions of 50mm we recommend that you turn your mattress twice a month for the first 2 months (period where the most settlement occurs) and once a quarter thereafter.

Mattresses from 5ft and above can develop a hump in the middle of the mattress as a result of sleeping patterns. It is recommended that you sleep in the middle of the mattress on occasion to allow settlement.

With correct turning, the upholstery will settle evenly over the whole mattress in time. Mattress handles (where fitted) should only be used to position the mattress and should not be used to support the full weight of the mattress.

Turning sequence for a **TURN (two-sided)** mattress:

- Label facing up at the foot of the bed.
- Label facing down at the foot of the bed.
- Label facing up at the head of the bed.
- Label facing down at the head of the bed.
- Repeat sequence.

Turning sequence for a **NON-TURN (one-sided, rotating required)** mattress:

- Label facing up at the foot of the bed.
- Rotate so Label is facing up at the head of the bed.
- Repeat Sequence

Care of Divan Base

All divan bases should be checked to ensure no undue stress or wear is caused to the frame. Screws in the joining bars (link bars) on double divan bases should be secured tightly.

Care of Legs 6: Castors

If legs or castors are supplied, please ensure they are screwed or hammered in firmly and checked every 3 months. Bent or broken castors or legs due to insufficient tightening do not constitute as a manufacturing fault.

Care of Headboards

Headboard bolts should be checked regularly and tightened where necessary to ensure a snug

Assembly instructions

For Linked Divans

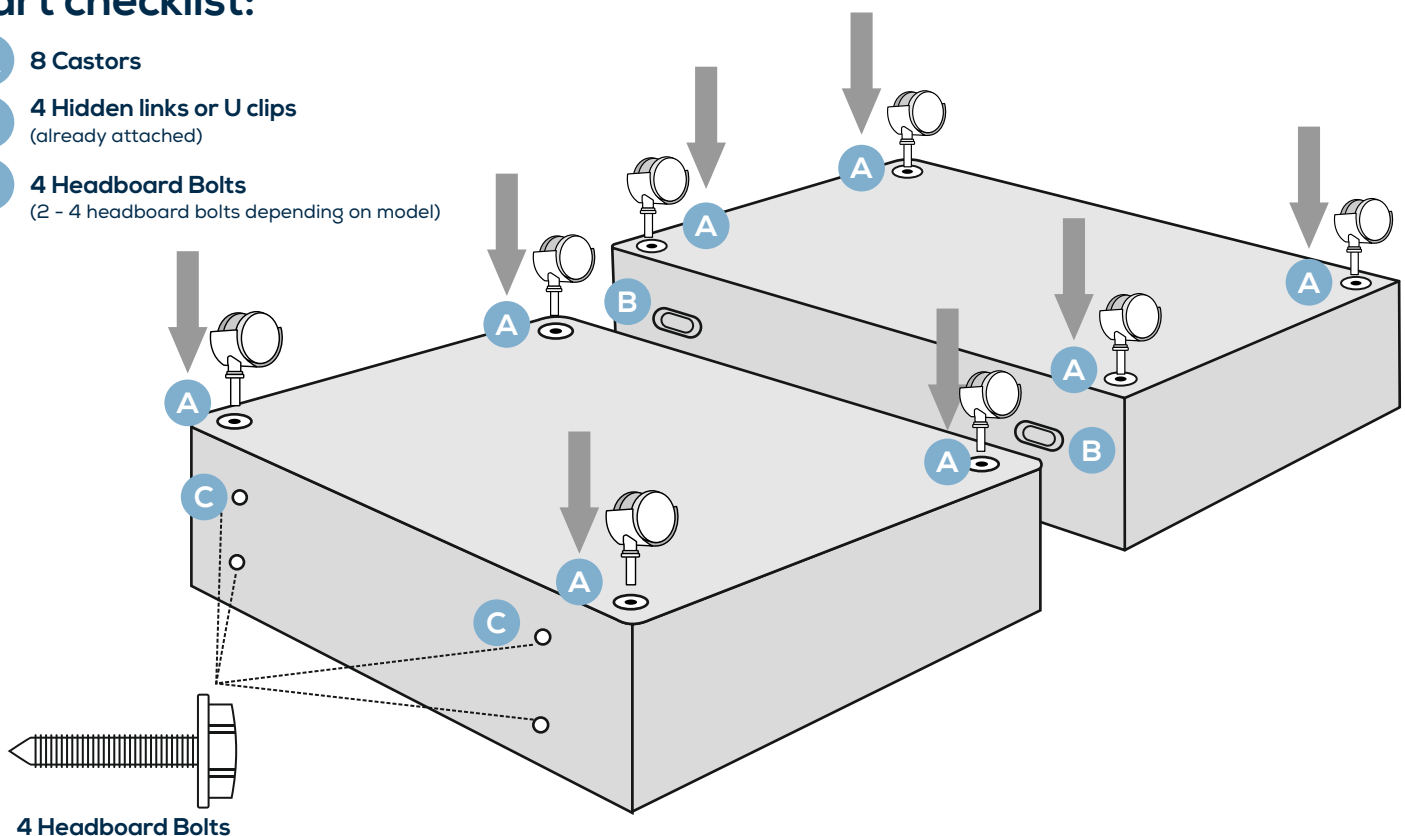
- 1 Remove the Castors from the parts bag and fit four into each section, Place the castor shaft in the socket and drive it home by tapping the castor firmly with a mallet or a hammer turned on it side. Ensure Castors are locked into position.
- 2 Join one half base to the other by means of the connecting the Hidden Links which are already attached to the bases. One link slots into the other thereby connecting the bases securely.
- 3 If the headboard bolts have not been already inserted, select the end you wish to fit the Headboard. Pierce the fabric with a sharp point and screw in the Headboard Bolts. (C) - the position is marked with a label, approximately 6" from the edge of the base.
- 4 If your divan has drawer options, they are strapped for transport purposes. The straps should be cut with scissors and the staples removed with a pair of pliers.

If your divan has fixed wooden feet (select lines) these will be already secured to the underside of the base and you do not need to do anything further.

Turn both halves of the base on their side with the underside facing you and the square edges towards the middle.

Part checklist:

- A** 8 Castors
- B** 4 Hidden links or U clips
(already attached)
- C** 4 Headboard Bolts
(2 - 4 headboard bolts depending on model)



4 Headboard Bolts

Contact your retailer.

Register your warranty:

How to register online

To register your warranty online, simply scan the QR code provided below. Open your smartphone's camera or a QR code scanner app, point it at the QR code, and tap the link that appears.

This will direct you to the warranty registration page. Fill in the required details, submit the form, and your warranty will be registered successfully.

If you are having trouble scanning this QR code, please visit:

<https://www.respabeds.ie/register-warranty>

SCAN HERE



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