



Your Sleep Sanctuary



Product Guarantee & Care Guide





Our Promise To You

Thank you for choosing a mysa product.

With anything mysa, we hope you'll sleep content and cosy.

Please take some time to read these guidelines. They are designed to help you get the most from your commitment to cosiness and content sleep.

In the unfortunate event that you do experience any manufacturing issues with your new bed or mattress, whether due to faulty materials or imperfect workmanship, we assure you that we'll repair or replace any defective part or the entire product. We kindly ask that you follow the care and usage instructions, as well as the terms and conditions, associated with this guarantee.



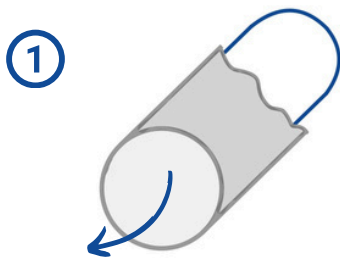
Opening Guide



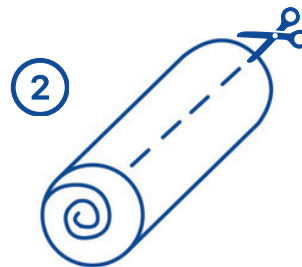
A myso mattress is a heavy item. For your safety, we recommend always lifting with at least two people.



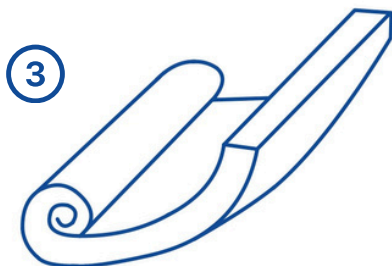
When opening the plastic packaging, please take care not to pierce the mattress fabric when using a sharp implement.



Remove and recycle the outer plastic film.



Using a sharp implement, carefully cut the inner bag open. Remove and recycle bag.



Allow the mattress to unroll naturally.



Allow up to 72 hours for the mattress to breathe and take shape.



Care Guide

At mysu, we constantly invest in new materials, processes, and techniques to ensure that every mysu sleep, is a restful, content sleep. We pride ourselves on rigorous testing and high standards for quality and durability. So here are some tips to help you care for your mysu mattress.



Once unwrapped, leave your mattress uncovered for up to 72 hours to let it breathe. This allows the mattress to regain it's shape and size completely.



All new materials have their own particular smell. These are not harmful and will gradually disappear in a well-ventilated room. Airing and vacuuming the mattress will help to eliminate the "new mattress" smell.



Initially, your new mattress can seem firm. Allow one month for your body to get used to the mattress and for it to conform to your body.



To maximize the comfort of your mattress, the right pillow is essential. Ensure you have a pillow that suits you and your new mattress.



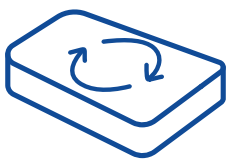
We strongly recommend pairing your mattress with a mattress protector. This helps maintain good hygiene since they are easy to remove and clean, and protects the mattress from body moisture and other liquids.



Specialist equipment is used to roll a mattress. Do not attempt to bend or re-roll your mattress yourself.



Clean your mattress every few months with a soft brush to remove dust and maintain freshness. For stains or spills, blot with a dry cloth or paper towel. Avoid using detergents or chemicals, as they may damage the fabric.



Rotate

If your mattress is single sided please rotate your mattress “top-to-toe” once a month so that settlement from body pressures are evenly distributed.



Turn

If your mattress is double sided please turn and rotate it “top-to-toe” once a month.



Terms and Conditions

Terms and Conditions of your 5 Year Product Guarantee

If you wish to make a claim under the guarantee, please review the conditions outlined below and any others related to your specific product in this booklet.

To register a claim, you must provide proof of purchase or delivery. Your purchase must have been made through an authorized retailer of myso products within the UK and Republic of Ireland.

1. We proudly guarantee the mattress core for a period of 5 years and the mattress cover for 1 year from the date of delivery, specifically covering manufacturing faults.
2. This guarantee does not extend to: Normal wear and tear: This includes any typical signs of aging or use of the mattress that occur over time. Normal settlement of materials: This refers to the expected softening and changes in the mattress materials that happen with regular use. Examples include: softening of materials or normal mattress settlement as detailed: 0-6 months settlement of up to 3cm, 6-12 months settlement of up to 3.5cm, 12-24 months settlement of up to 4cm, 24-36 months settlement of up to 4.5cm, 36-60 months settlement of up to 5cm.
3. This guarantee does not cover softening or changes in the hardness of any mattress components or discoloration in fillings that may occur over time.
4. We commit to repairing or replacing your mattress within the 5-year guarantee period if an independent inspection or photographic evidence clearly indicates a manufacturing fault as covered by this guarantee.
5. Manufacturing faults are defined as clearly identifiable defects in the components that compromise the integrity of the product. Examples of such faults include spring failure, broken or collapsed spring. Foam core failure, complete collapse of the foam core. Cover issues such as the cover is torn or ripped upon delivery.
6. Mattresses used on slatted bed frames are only covered under this guarantee if the slats are greater than 8 cm in width and the spacing between slats is less than 8 cm.
7. For the mattress cover: If a manufacturing fault is identified, we will provide a replacement cover or an alternative cover of the same quality.
8. For the mattress core: If a manufacturing fault is found, we will replace the entire mattress, including the cover, or provide an alternative mattress of the same quality.
9. Your mattress must have been used according to the care guide, including turning and rotating it 'top-to-toe' if it's double-sided, or simply rotating 'top-to-toe' if it's single-sided, to assist in settling the cushioning layers.
10. Your mattress may arrive either flat or rolled. Specialist equipment is used to roll the mattress, so please do not try to bend or re-roll it yourself. This applies to both, at the time of delivery, and if you need to move the mattress between rooms or to a different location.
11. Please do not attempt to modify, alter or adapt your mattress, or any myso product.
12. We are unable to accept items that are soiled or unhygienic.
13. The mattress should not be used without bed linen.
14. This guarantee does not cover accidental damage and only covers defects in manufacture, materials or workmanship.
15. We may opt to have an independent third-party specialist conduct an in-home assessment of your product and claim to help us make an informed decision.
16. This guarantee only applies to myso products that have been purchased from an authorised retailer in the UK and Republic of Ireland.
17. This guarantee can't be transferred to anyone else if you decide to sell your myso product within the guarantee period.