

## Common Questions & Answers –

What is the level of firmness/firmness rating? **Medium**

Can you use an electric blanket with this mattress? **YES**

Does the divan come in two parts? **Double, King & Super King is in 2 halves. Single is 1 base**

Can the mattress be bent round corners to get it into the home? **A small amount of manipulation is OK but bending the mattress will compromise the spring unit and filling layers and could lead to problems, that will not be deemed manufacturing fault, in the future**

How deep is the mattress? **32cm (70cm when paired with a Divan or Ottoman Base)**

What is the weight of the mattress? **Weight will vary by size**

**Single – 22kg**

**Double – 32.7kg**

**King Size – 37.5kg**

**Super King – 44.1kg**

I am heavy and my partner is light. Will this mattress support us both? **This mattress is perfect for partners where there is a big difference in size and weight because of the “Sense and Respond” Align Support Spring Technology. The mattress will respond to the sleeper and provide tailored support where their body needs it the most**

What is the maximum weight the mattress can support? **There is no weight limit for use on this mattress – a first for QVC**

What is the construction of the divan base? **Platform Top Divan Base**

How much can the drawers of the divan base hold?

**Large Drawer – 16kg (spread evenly)**

**Small Drawer – 8kg (spread evenly)**

**Ottoman – 80kg (spread evenly)**

**The Single Divan base features 2 x Large Drawers**

**Double/King & Super King Divan Bed features 2 x Large Drawers & 2 x Small Drawers**

Are the drawers the same size on the Double & King Size options? **Yes**

What are the dimensions of the drawers – **The small drawer has internal dimensions of 33.7 x 43.8 x 12.6cm. The large drawer has internal dimensions of 77.7 x 43.8 x 12.6cm**

Are there drawers on each side of the Bed? **Yes (apart from the single where the drawers are on one side only)**

On the single option can you set the bed up so the drawers are positioned on the side the customer prefers? **Yes. A headboard can be positioned at either end of the bed so that the drawers can be set up on the preferred side**

What sizes does the ottoman bed base come in? **Available as a Double, King & Super King option**

How much can the ottoman hold for storage? **80kg (spread evenly)**

Is the Ottoman Electric – **No. It's a manual lift Ottoman base but the design of the pistons mean that it is assisted lift and closing**

Are there springs in the divan base? **No. It is a platform top (solid) Divan Base (& Ottoman)**

Does the mattress need to be turned over regularly? **No...simply rotate head to toe to promote even wear across the surface**

Is the mattress zip and link? **No**

Can the mattress be used on any bed base? **Yes but if a slatted bed frame we'd advise that the gap between the slats are no more than 7.5cm apart so as to support the mattress effectively**

Does the bed base come with the headboard? **No. Headboard is available separately**

Will this mattress dip? **Some settlement is considered "Normal" but this mattress won't (shouldn't) dip excessively in the way some mattresses from other brands do**

**Sealy returns levels are less than 1.5% and of those, less 0.05% are for manufacturing fault**

**My partner and I disturb each other whilst asleep due to roll-together. Will this mattress help? This mattress will help in many ways. First it will provide Orthopaedically correct support ensuring that pressure points do not build in the body. It is these that cause people to toss and turn in the night. The springs then sense and respond to the individuals body weight, ensuring that when your partner moves, you don't.**

**The edges of my previous bed collapsed...It won't on this mattress. New Unicased technology, a patented Sealy technology, ensures a firm seating edge, prevents roll out and enables the sleeper to sleep right to the edge of the mattress without the sensation that you'll "fall out of bed". It is something Sealy have long been renowned for and is something that QVC customers have loved for years. Unicased is the newest Sealy Edge Technology and enhances edge to edge comfort even further**

What size fitted sheet is needed with this mattress? **The mattress is 32cm deep, so deep fitted sheet from many QVC brands will fit the mattress comfortably**

What is the height of the divan base? **38cm (when fully assembled with the glides)**

What is the height of the Ottoman base? **38cm (when fully assembled with the glides)**

What is the height of the mattress and divan combined? **70cm**

What is the height of the mattress and ottoman combined? **70cm**

**Can I use a featherbed or topper with this mattress? If you like but a topper shouldn't be required to improve the comfort or feel of the mattress**

**What is the guarantee on the Bed? 7 Years (a new high for QVC)**

**Is the mattress guarantee valid if I use it on a different base/Divan? YES but it needs to be used in accordance with conditions of guarantee....namely if a slatted base the gap between the slats should be no more than 7.5cm and they should be wooden rather than tubular**

**This bed has Gel Foam. Will it make me warm/overheat in bed? No. Sealy use...**

- **Geltex foam is a unique foam, constructed as an open cell technology so that air permeates through the mattress, helping to regulate the sleepers body temperature in the process**
- **Sensice fabric technology ensures a cool sleeping surface which further helps to regulate body temperature whilst you sleep**

**What is the benefit of the new Comfort Core - The ComfortCore™ is positioned in the centre third of the mattress. It's designed to target your hips and lower back, relieving pressure and providing that all-important comfort where you need it most**

**What is a sense and respond spring? This is unique Sealy spring technology, designed in conjunction with the Orthopaedic Advisory Board, to provide orthopaedically correct spinal alignment whilst you sleep. The more weight that goes through the spring, the harder it works, and the firmer it gets, sensing and responding to where the body needs the most support**

**Can you confirm the delivery process? – On the day that your order reaches Sealy, you'll receive a text message or e-mail (or both) with a link enabling you to pick your preferred delivery date. Once you've picked your delivery date, your bed/mattress will be manufactured a few days before that delivery date. You'll have no further contact about your delivery until the evening before your chosen delivery date. Between 7pm and 9pm that evening, you'll receive a text message or e-mail (or both) with a 2 hour time window for delivery the following day. On the morning of the delivery, you'll receive a tracking link so that you can follow the journey of your bed/mattress/to your home.**

**Will they deliver to my bedroom – YES. Delivery is to your room of choice. Ensure that the route to the room of choice is clear, remove any pictures, side tables, ornaments etc that could get knocked in the delivery process. The crew will deliver to your room of choice, assemble the product if you've ordered a full divan set, and remove all product packaging.**

**Will the crew take away my old bed? – YES. If you want your old bed removed the crew will do that. It is a like for like service, so if you order a mattress only, the crew will only take away a mattress. They won't take away a mattress and divan if you've only ordered a mattress.**

**Will the crew take away a wooden bedframe? – The crew will take away a wooden bedframe if you've ordered a divan set. However, all wooden frames need to be dismantled, ready for collection. The crew will not be able to dismantle the frame themselves.**

**If I change my mind, can I recover my old bed? – NO. Once your bed has gone, it's gone for good. It cannot be recovered so please be absolutely certain that you want your old bed taking away.**

**What is the Orthopaedic Advisory Board – The Orthopaedic Advisory Board are a collection of Spinal Surgeons, Back Specialists, Bio-Mechanical Engineers and Medical Scientists. We work collaboratively with them to design Spring systems that deliver Orthopaedically correct support whilst you sleep.**