



Activ+ Pillows

Warranty & Care Guide

Product	Warranty	What is covered?
Pillows	1 year	Manufacturing defects in materials or workmanship that adversely affect the pillow's shape, support, or intended comfort performance under normal use

Warranty Exclusions

This warranty does not cover damage, deterioration, or loss of performance resulting from:

- Normal wear and tear, including expected softening, compression, flattening, or changes in comfort associated with regular use
- Failure to follow the Care & Maintenance Guide or product care instructions
- Machine washing, tumble drying, soaking, wringing, dry cleaning, or immersion in water
- Use of detergents, bleach, solvents, cleaning chemicals, or other cleaning methods not recommended by Aidacare
- Exposure to excessive heat, direct sunlight, open flame, or environmental conditions that may damage the pillow materials
- Staining, soiling, odours, contamination, mould, or moisture damage
- Improper storage, handling, misuse, abuse, or neglect
- Any unauthorised modification, repair, or alteration of the product

Normal changes in pillow feel, loft, and support that occur through regular use are not considered manufacturing defects and are not covered under this warranty.

Care & Cleaning

Proper care and maintenance will help maximise the comfort, hygiene, and service life of your Activ+ pillow.

Product Composition

- Removable Cover: Tencel® / Polyester
- Inner Cover: Non-removable Polyester
- Fill: Perforated Memory Foam

Before First Use

- Remove the pillow from its packaging as soon as practical
- Following unpacking, the memory foam may require up to 1–3 hours to fully recover its shape
- Allow the pillow to air before use
- A slight odour may be present when first unpacked. This is normal and will dissipate with airing

Routine Care

To maintain product freshness and performance:

- Air the pillow frequently in a well-ventilated area
- Use a pillow protector where appropriate
- Keep the pillow clean and dry
- Promptly address any spills or soiling

Cleaning Instructions

If the pillow becomes soiled:

1. Sponge clean the affected area using a clean, damp cloth
2. Allow the pillow to air dry completely before use
3. Ensure the memory foam core is completely dry before returning the pillow to service

The pillow is not designed to be machine washed or immersed in water

Do Not

- Use detergent, bleach, or cleaning chemicals
- Machine wash
- Tumble dry
- Soak or wring
- Iron
- Dry clean
- Expose the pillow to direct sunlight
- Immerse the pillow in water
- Store the pillow while damp

Storage

When not in use:

- Store in a clean, dry, and well-ventilated environment
- Avoid prolonged exposure to moisture, excessive heat, or direct sunlight
- Do not place heavy objects on the pillow during storage

Following these care instructions will help maintain the pillow's shape, comfort, and support throughout its service life.