



# **The Finch Way**

## **Metzeler Retailers**



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# Origin and Benefits

**Optimal  
Pressure  
Distribution**

**Multi-Zone  
Support  
System**

**Targeted  
Pain  
Management**

**Pain  
Relief and  
Support**

**Enhanced  
Spinal  
Alignment**

**Enhanced  
Sleep Quality**

**Optimal Pressure Distribution:**

The Metzeler Pressure Care Mattress is expertly designed to evenly distribute body weight, reducing pressure points and minimising discomfort. This helps lower the risk of pressure ulcers, particularly for individuals who spend extended periods in bed.

**Multi-Zone Support System:**

Featuring a sophisticated multi-zone support system, the mattress conforms to the body's natural contours. This design ensures varying levels of support across different areas, promoting optimal spinal alignment and accommodating each individual's shape to minimise pressure points.

**Targeted Pain Management:**

The mattress incorporates a multi-layered construction that absorbs and redistributes pressure, providing targeted relief to vulnerable areas such as the hips and shoulders. This focused approach helps alleviate discomfort, making it ideal for individuals with chronic pain or mobility challenges.

**Pain Relief and Support:**

In addition to pressure relief, the mattress promotes proper spinal alignment, helping to alleviate existing pain. This holistic design supports restful sleep, making it particularly beneficial for individuals with chronic pain conditions, aiding in overall recovery.

**Enhanced Spinal Alignment & Sleep Quality:**

By maintaining the natural curvature of the spine, the mattress prevents discomfort caused by improper spinal alignment. This is especially beneficial for individuals with existing back conditions, enhancing overall sleep quality. Proper spinal alignment supports deeper, restorative sleep, reducing morning stiffness and discomfort, while promoting physical and mental well-being.

**Temperature  
Regulation  
and Comfort**

**Rubex Duo  
Cell Foam**

**Water  
Resistant  
and  
Breathable**

**Non Toxic  
and Safe**

**Sustainable**

**Innovative  
Plant Based  
Foam**

**Temperature Regulation & Comfort:**

The mattress features a unique tubular core structure, combined with a soft or medium foam overlay, to enable cross-ventilation. This design promotes effective airflow both horizontally and vertically, ensuring comfort by regulating temperature and preventing overheating.

**Rubex Duo Cell Foam:**

Incorporating Rubex Duo Cell foam, which contains a mix of large and small pores, this mattress ensures superior airflow and moisture transport. The larger pores help reduce pressure, while smaller pores offer soft support, adjusting to body pressure and stabilising body temperature across a wide range (-5°C to +40°C).

**Water Resistant and Breathable Cover:**

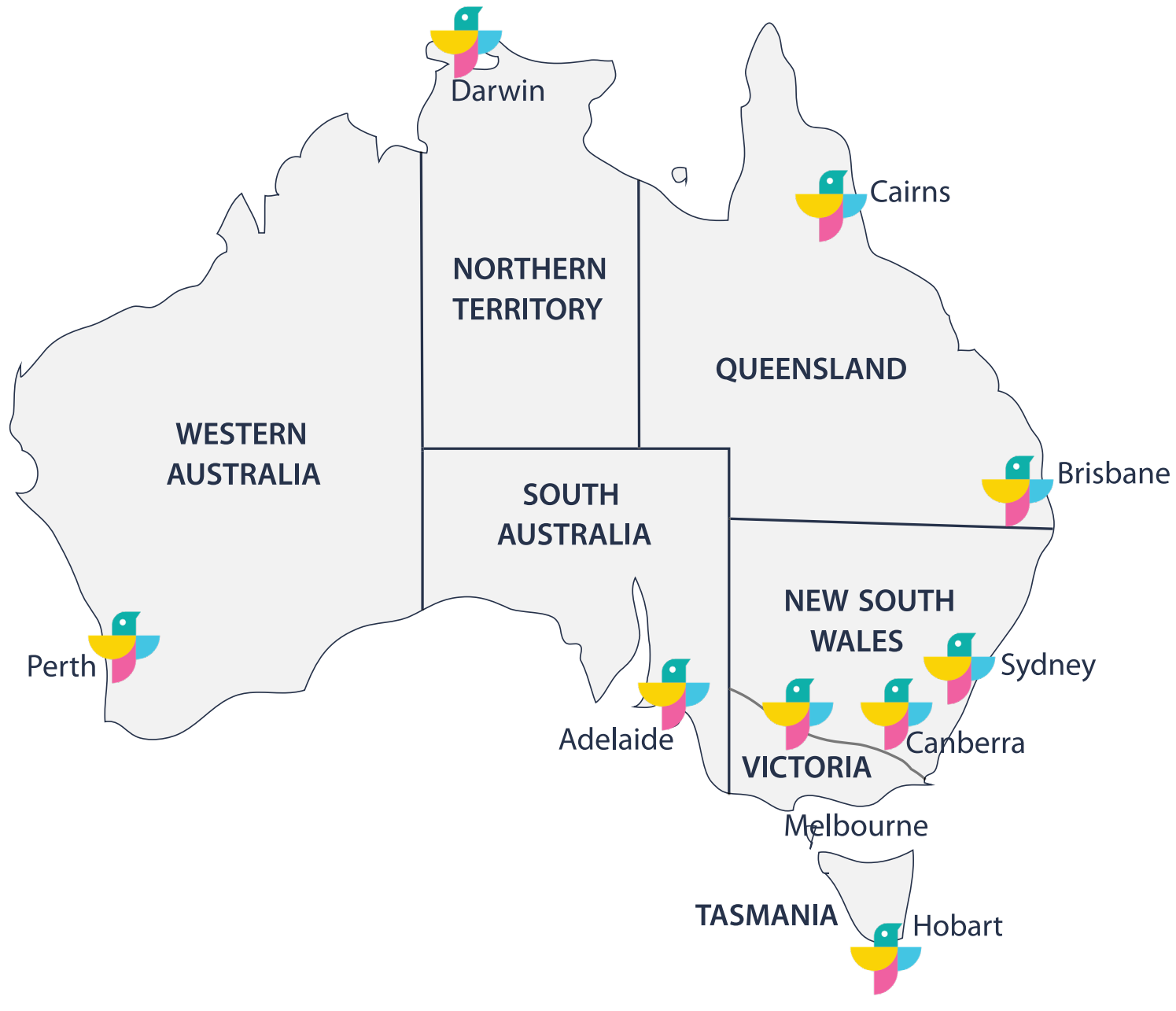
The visco-elastic mattress cover enhances thermo-regulation by managing moisture and allowing airflow. Its breathable design dissipates heat and moisture, preventing build-up and maintaining a balanced surface temperature. The cover is washable at high temperatures (up to 95°C), ensuring easy sanitisation while preserving airflow and hygiene.

**Non-Toxic, Safe, and Sustainable:**

The Metzeler mattress is made from plant-based materials free from harmful chemicals and toxins, promoting a safer sleeping environment. Its environmentally friendly design contributes to a reduced carbon footprint, thanks to the use of renewable resources in the manufacturing process. This makes it a responsible choice for both healthcare facilities and eco-conscious consumers.

**Innovative Plant-Based Foam:** The mattress features a world-first plant-based foam that reduces reliance on petroleum-based materials. This innovative foam not only enhances the mattress's environmental sustainability but also provides effective pressure relief and long-lasting support.

# Australian Warehouse Map

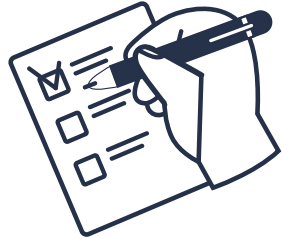




# Finch Process Overview



1. Contact our team to organise a trial.



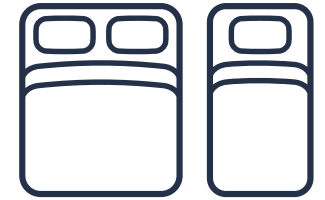
2. Fill in a form to arrange the trial. The most suitable mattress will be shipped based on the criteria entered.



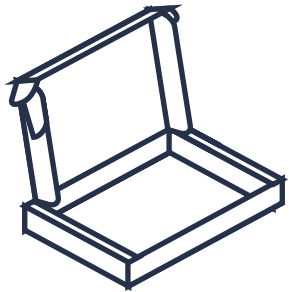
3. Product is sent out 24 hours after form completion.



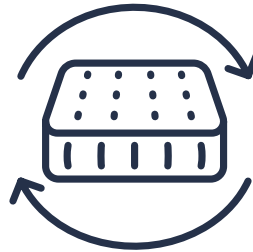
4. Customer receives product within 2-3 business days and retailer is invoiced for the product.



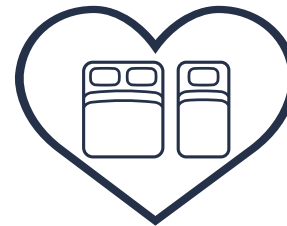
5. Unbox and place on bed by family or support worker. Finch can set up on request.



6. Keep box safe whilst trialling for two weeks.



7. If you want to trial a softer or firmer mattress, go back to step one.



8. Love the mattress and pay the invoice.  
OR  
Return for full credit.



9. In case of returns, place mattress back in box or arrange for Finch to collect and place in box.

# FAQS

## 1. Contacting our team to organise a trial.

### **Q: How can I arrange a mattress trial with Finch Healthcare?**

A: You can organise a trial by filling out a form on our website or by contacting us directly at 1300 251 545 or emailing [sales@finch-healthcare.com.au](mailto:sales@finch-healthcare.com.au).

### **Q: Do I need any specific information when contacting the team?**

A: Yes, please have the details of the patient weight, range, medical condition, and whether they repositioning by themselves or with assistance. Skin integrity, any pressure injuries, delivery address and preferred date of delivery.

### **Q: Is there a fee to arrange a mattress trial?**

A: No, there is no fee to arrange a mattress trial. We aim to make this process as accessible and straightforward as possible.

### **Q: How soon can I expect a response after requesting a trial?**

A: Our team strives to respond within one business day to confirm your trial arrangements.

### **Q: Can I arrange a trial on behalf of someone else?**

A: Absolutely. Just provide us with the necessary details and the primary contact information of the person who will be trialling the mattress.

### **Q: Who is eligible for a mattress trial?**

A: Mattress trials are available to all customers, as long as the mattress type is suitable for their specific needs.

### **Q: What if i'm unsure about the type of mattress I need?**

A: A team member will be happy to assist by assessing your needs or those of your client, and can recommend the most suitable mattress option.

### **Q: How long does a trial last?**

A: Trials typically last for two weeks, giving you ample time to test the mattress.



# FAQS

## 2. Filling out the form and arranging a trial.

### **Q: How do I fill out the form for the trial?**

A: The form is readily available on our website. Simply fill in the requested information, including your mattress preferences. For added convenience, you can also scan the QR code in this booklet, which will take you directly to the online form. Once completed and submitted, our team will promptly begin processing your request to ensure a smooth trial experience.

### **Q: Can I select the mattress firmness myself?**

A: Yes, absolutely. When completing the form, you'll have the option to specify your preferred firmness level, whether soft, medium, or firm. If you're uncertain about the firmness level, our team is available to offer guidance.

### **Q: Is this form mandatory to organise a trial?**

A: Yes, completing the form is essential for arranging a mattress trial. The information provided helps us accurately match you with a mattress that meets your specific needs and ensures that we deliver the most suitable product for your trial experience.

### **Q: Will I receive confirmation once the form is complete?**

A: Yes, you will receive direct confirmation from one of our team members, as well as a follow-up email to confirm your trial request has been processed.

### **Q: What if I'm unsure about my firmness preference?**

A: Our team is more than happy to help you determine the ideal firmness level based on your needs. Additionally, if you trial a mattress and find the firmness isn't quite right, we offer the option to arrange an immediate trial of a different firmness to ensure your comfort.

### **Q: How long does a trial last?**

A: Each mattress trial lasts for two weeks, providing you ample time to test the mattress thoroughly and evaluate its suitability.

### **3. Product is sent out 24 hours after the form is complete.**

**Q: How soon will the mattress be shipped after the trial is confirmed?**

A: Once the form is completed and the trial is confirmed by one of our team members, we will ship the mattress to you within 24 hours. Our goal is to get the mattress to you as quickly as possible.

**Q: Can I request expedited shipping?**

A: Yes, we are happy to accommodate special shipping requests. However, given our quick turnaround time of 24 hours, expedited shipping is generally not necessary unless you have a specific urgency.

**Q: Will I be notified once the mattress is shipped?**

A: Yes, once your mattress is dispatched, one of our team members will contact you directly. You will also receive a shipping confirmation email with all relevant details.

**Q: Is the 24 hour shipping turnaround time guaranteed?**

A: Yes, we are committed to processing and shipping your mattress within 24 hours of the form being completed and trial confirmation. This ensures a fast and efficient trial start.

**Q: What if I submit the form after business hours?**

A: If the form is submitted after business hours, your order will be processed the following business day.

**Q: How will I know the estimated delivery date?**

A: Once your mattress is shipped, you'll receive a shipping confirmation email that includes an estimated delivery date. You'll also be able to track the shipment yourself for real-time updates.

**Q: Can I delay the shipping after submitting the form?**

A: If you need to delay the shipping, please contact us as soon as possible. Additionally, make sure to specify any shipping delays when filling out the form, and we will do our best to accommodate your request.

**Q: Is there tracking information provided?**

A: Yes, once your mattress is dispatched, we will send you the tracking details so you can follow the delivery progress.



#### **4. Customer receives product within 2-3 business days, and dealer is invoiced for the product.**

**Q: When can I expect to receive the mattress?**

A: Delivery typically occurs within 2-3 business days from the date of shipment. We aim to ensure your mattress arrives promptly and in excellent condition.

**Q: Who will be invoiced for the trial mattress?**

A: The dealer will receive the invoice for the product. If the mattress is part of a trial, the dealer will handle the invoicing process.

**Q: Can I request a specific delivery date?**

A: Yes, absolutely. Please inform us of your preferred delivery date when you submit your request, and we will do our best to accommodate it. While we cannot guarantee weekend deliveries, we will try to meet your scheduling needs as much as possible.

**Q: Do you deliver on weekends?**

A: Typically, delivery is limited to weekdays. However, special requests may be considered depending on the circumstances and your location. Please contact us to discuss any specific needs.

**Q: How will I know when my mattress will arrive?**

A: You will receive tracking information once the mattress has been dispatched, allowing you to monitor the delivery status and estimated arrival time.

**Q: Can a client be invoiced directly instead of the dealer?**

A: Yes, we can invoice the client directly if requested. We can also send invoices to plan management companies, therapists, or other relevant parties.

**Q: Are there additional fees for shipping?**

A: Standard shipping is included with the mattress, but for remote or hard-to-reach areas, additional shipping costs may apply. If this is the case, we will inform you beforehand.



## **5. Unbox and place on bed by family or support worker. Finch can set up upon request.**

### **Q: Who is responsible for setting up the mattress?**

A: Typically, family members or support workers are responsible for setting up the mattress. However, Finch Healthcare can assist with setup upon request, ensuring a smooth experience.

### **Q: Can Finch help with mattress set up.**

A: Yes, we can assist with the mattress setup upon request. If needed, we can also take away the old bed and replace it with the Metzeler mattress. However, the client or dealer is responsible for storing the packaging box throughout the trial period.

### **Q: What should I do with the packaging?**

A: We recommend keeping the packaging box in a safe place until the mattress is either purchased or returned. If you decide to return the mattress, it must be done in the original box, ensuring it is intact.

### **Q: Are there any specific set up instructions?**

A: Yes, setting up the mattress is a straightforward process. We will provide you with clear setup guidelines and instructions to ensure everything goes smoothly.

### **Q: Is the mattress heavy?**

A: No, all mattresses weigh under 23kg. However, we still recommend getting assistance to help with placing it on the bed for added safety and ease.

### **Q: What if I have issues during setup?**

A: If you encounter any difficulties during setup, please don't hesitate to contact us. Our team is ready to guide you through the process and help resolve any challenges you may face.

### **Q: Is the mattress ready to use immediately after setup?**

A: Yes, once the mattress is unboxed and set up, it is ready to use immediately for a comfortable trial experience.

## **6. Keep the box safe while trialling for two weeks.**

### **Q: Why do i need to keep the box?**

A: The box is required in case you decide to return the mattress after the trial period. Keeping the box ensures that the mattress can be securely packaged and returned if needed.

### **Q: What should I do if I accidentally damage the box?**

A: If the box is damaged, please contact us immediately. We will advise you on the best solution and may provide alternative packaging options for the return process.

### **Q: Can I dispose of the box if I decide to keep the mattress?**

A: Yes, once the trial period is over, you're happy with the mattress, and the invoice has been paid, you are free to dispose of the box.

### **Q: How big is the box?**

A: The size of the box varies depending on the mattress model, but it is designed for easy storage. The dimensions are typically compact enough for easy handling and stowing.

### **Q: What happens if I misplace the box?**

A: If the box is misplaced, please contact our team immediately. We can advise on the next steps and provide guidance on how to return the mattress without the original packaging.

### **Q: Can I fold the box for easier storage?**

A: Yes, you can fold the box for easier storage as long as it can be reassembled if a return is necessary. The box needs to be intact for the return process.

## **7. If you want to trial a softer or firmer mattress, go back to step one.**

### **Q: Can I switch to a different mattress during my trial?**

A: Yes, you can switch to a different firmness level. Simply initiate a new trial by going back to step one and completing the necessary steps.

### **Q: Do I need to return the original mattress first?**

A: Yes, please arrange for the return of your current mattress before we send you the new one. This ensures that the exchange process goes smoothly.

### **Q: How many times can I change my mattress firmness?**

A: We are here to help you find the perfect fit. You may change the mattress firmness as many times as needed during the trial. Simply contact us for guidance on the process.

### **Q: Is there a fee for switching mattress firmness?**

A: No, we do not charge any additional fees for switching firmness levels. Our goal is to ensure you find the ideal mattress for your needs.

### **Q: Will switching mattresses delay my trial period?**

A: The trial period will restart with each new mattress you trial. You will have a full two-week trial with the new mattress.

### **Q: How do I notify Finch that I want a different firmness?**

A: Simply reach out to our team via phone or email, and we will initiate the process of switching to the desired mattress firmness.

### **Q: Will I be charged for the new mattress before the return is processed?**

A: No, you will only be invoiced for the mattress you decide to keep. You will not be charged for multiple mattresses during the trial.



## **8. Love the mattress and pay the invoice OR return for full credit.**

### **Q: What are my options after the trial?**

A: After the trial, you can either keep and pay for the mattress or return it for a full credit, depending on your satisfaction with the product.

### **Q: How do I pay the invoice if I decide to keep the mattress?**

A: If you decide to keep the mattress, simply follow the payment instructions provided on the invoice. We accept multiple payment methods for your convenience.

### **Q: What if I'm not fully satisfied with the mattress?**

A: If you're not completely satisfied, you can return the mattress within the trial period for a full credit, no questions asked.

### **Q: Is there a penalty for returning the mattress?**

A: No, there is no penalty for returning the mattress during the trial period. We want to ensure you're happy with your choice.

### **Q: How long do I have to decide after the trial?**

A: You have until the end of the two-week trial period to make your decision. Simply inform us before the trial ends if you'd like to keep or return the mattress.

### **Q: How long does it take to process a return credit?**

A: Return credits are typically processed within 7 business days after we receive the returned mattress. You will be notified once the credit has been issued.

### **Q: Can I exchange the mattress instead of returning it?**

A: Yes, if you prefer to exchange the mattress for a different model or firmness, please contact us, and we will assist with the exchange process.

## **9. In case of returns, place mattress back in box or arrange for Finch to collect and place in box.**

### **Q: How do I return the mattress after my trial?**

A: To return the mattress, simply place it back in the original box. If you're unable to do so, contact us, and we'll be happy to arrange a collection service to assist with the return.

### **Q: Is there a fee for returning the mattress?**

A: No, there are no fees for returning the mattress during the trial period. Returns are free of charge.

### **Q: What if the mattress doesn't fit back in the box?**

A: If you're having difficulty fitting the mattress back into the box, don't worry. Our team can assist with re-packaging or offer alternatives. Just give us a call, and we'll guide you through the process.

### **Q: Can Finch pick up the mattress for the return?**

A: Yes, if you prefer, we can arrange a collection service for your convenience. Please contact us to schedule a pick-up.

### **Q: How soon will the mattress be picked up?**

A: Collections are typically arranged within 2-3 business days of your request. We'll coordinate a time that suits you best.

### **Q: Do I need to clean the mattress before returning it?**

A: We ask that the mattress is returned in good condition, so please clean it as necessary before the return. This ensures a smooth return process.

### **Q: Can I schedule the pick-up at a specific time?**

A: Yes, we understand that timing is important. We'll work with you to find a collection time that's most convenient.

### **Q: Will I be notified once the return is complete?**

A: Absolutely. Once your mattress has been returned, we will send you a confirmation of the return along with any applicable credit information.



# Testimonials

I have an aged Care Client who requires a trial of a queen-sized Metzeler Mattress with view to purchase if it meets her needs. I'm going Metzeler first as I haven't had anyone that hasn't liked it. - Jemma (Occupational Therapist)

My client thoroughly enjoys her Metzeler Mattress and "feels like a queen". She has found the mattress helps her sleep much better than her previous systems she was using. - Courtney (Occupational Therapist)

As an Occupational Therapist I am constantly on the hunt for equipment specialists that show a genuine interest in getting good outcomes for my clients, provide a responsive and reliable service, have excellent industry knowledge and offer honest advice. Finch ticks all these boxes. - Coralie (Therapy Services)

My client T.B was climbing out of their previous bed to sleep with mum. This has now stopped; he is happy to remain in his current bed because of his new Metzeler mattress. He will now even 'relax' in bed to listen to music or chill out as well – he never did this before. - Kristen (Team Leader and Occupational Therapist)

My client has seen a remarkable improvement in her quality of sleep since switching to the Metzeler Mattress. She feels much more rested and comfortable, and it's made a noticeable difference in her daily energy levels. We're definitely considering it as a long-term solution. – Amanda (Occupational Therapist)

I've worked with numerous mattresses in my career, but the Metzeler Mattress stands out. My client now enjoys uninterrupted sleep and no longer complains of discomfort or pressure sores. It's become an essential part of her care plan.  
– Sarah (Physiotherapist)

Finch Healthcare's Metzeler Mattress is a game changer. My client used to struggle with constant repositioning during the night, but with this mattress, she now sleeps deeply and wakes up feeling more refreshed. I can confidently recommend it to others.  
– Rebecca (Occupational Therapist)

Since my client started using the Metzeler Mattress, he no longer has difficulty getting a restful night's sleep. His comfort and mobility have significantly improved, making him more independent during the day. It's the ideal choice for those with complex needs. – Tom (Case Manager)

# Compliance

Water  
Impermeability  
DIN EN 20811

Flame  
Retardant DIN  
EN ISO 12952-1 &  
-2 BS 7175  
sec. 3 crib 5

BS 7175:1989  
Section 3  
using ignition  
source 7

Biocompatible  
DIN EN ISO  
10993-5 & -10

Water Vapour  
Permeability  
DIN 53122 /  
CLIMATE B

UNI EN 13795

UNI EN 13795

ISO 10993-  
10:2010(E)  
Annex D)

UNI EN ISO  
22610