

Success Stories



**What People
Are Saying About
the Abberley
Adjustable Bed**

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Success Stories

What People Are Saying About the Abberley Adjustable Bed

Hello from Care & Comfort Products Ltd.

This book contains real life stories customers have shared with us over the years.

Chances are, you'll find someone in a similar situation as you, and will find it useful reading about their experience with us.

You'll also get an idea of why people choose us, as opposed to another bed company. If you pay careful attention, you'll notice it's the same handful of reasons coming up time and time again.

While reviewing the material for this book, I was humbled by the amount of time and effort people took to share their stories. And I'm immensely proud of the improvements our Abberley Adjustable Bed has made to their quality of life.

Their success stories could be your success story. I invite you to contact us and look forward to helping you select your next bed.



Andrew Gardner

Owner
Freephone 0800 080 3063
info@careandcomfort.co.uk





1 The Only Way To Buy An Adjustable Bed

The welcome was lovely, we had travelled a long way. We had coffee first and a lovely informal chat. Then on to business. We were shown all the beds told all about everything, tried them all out. Advised when we asked for it. We decided what we wanted, no pushy sales. We did go for a different bed on their advice, which we had had a demo with already by a pushy salesman. **They were so right to advise us on the podded bed.** The decision was made with great help and care. They took my disability into account, that was most important thing for them. We felt we were told everything we needed to know before we made our purchase. There was nothing we did not like with them or their business and I would definitely recommend them to anyone.

Online Review by jrLeach250



2 Happy Customer

We had our original bed for about 30 years and decided to change it. For health reasons decided to go for an adjustable bed. **We looked around some of the stores and found the stock very limited. You could order what you wanted but couldn't try.**

We visited Abberley Beds twice. There was no pressure, questions were answered and you could try any combination of bed and mattress. The quality is excellent the price is extremely competitive and we now have a very comfortable bed with memory foam. Definitely recommended.

Online Review by Crisdal



3 A Fantastic Night's Sleep At Last

We have had our Abberley adjustable bed a couple of months now and we wish we had bought one sooner. I am disabled and never got a good night's sleep in our normal bed. I constantly tossed and turned and never felt refreshed, but with our new bed sleepless nights are a thing of the past. Our bed was delivered as promised 4 weeks after ordering and set up in our bedroom very efficiently. **I look forward to bedtime now instead of dreading it as I did before we got our adjustable bed.** Some friends have been surprised we ordered the bed on the internet, but we did a lot of research and read reviews before we decided to go with Abberley. They have an excellent guarantee with their beds so we felt confident ordering from them.

Online Review by delboysgirl

6ft Single Base Abberley Adjustable Bed with Prestige Package.

Includes time-saving memory function (save and access up to three bed positions in the memory handset), convenient bedside lamp control & under-bed lighting, and spacious drawers.

4 Superb, No Pressure, Helpful And Friendly Customer Service

I can honestly say that, having researched, spoken to and had had dealings with most of the main adjustable bed companies, we just wish we had found Abberley Beds first and just ordered through them.

We were looking for a coupled adjustable bed for my father with advanced Parkinson's and mother who cares for him - both in their late 80s. **We endured high pressure and in some cases quite dishonest and unpleasant salesmen selling inferior or similar products for more than twice the cost we paid with Abberley.** The people I dealt with are a breath of fresh air. They are helpful, patient and friendly and nothing is too much trouble despite them being a small family firm and quite deservedly very busy. Delivery was earlier than predicted and their delivery team are really helpful too.

This kind of service is so rare in these times and we would strongly advise anyone looking for these kind of products to save themselves a lot of hassle, worry and money and speak to Abberley first - and then look no further. All the rave reviews that guided us to them are, I'm sure, like this one completely genuine. Any apparent OTT praise is simply due to being unused to such genuine trading and downright traditional and pleasant service.

A word of warning though if approaching other companies. If there are no prices on their leaflets or website pass them by - they will push for a home demo, charge hugely inflated prices once in the door and pressurise vulnerable people to buy. This

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seems to be particularly prevalent with high profile charity sponsored companies who guarantee no pressure... I would also strongly advise the infirm and elderly to have a large strong male relative or friend with them to shield them from intimidating salesmen. Such tactics are the polar opposite of the warm and ethical service we experienced with Abberley.

The only area of improvement I can think of is for them to offer more availability of home demos, to help with decision making re: beds and mattress options and to ensure a more honest, safe, transparent and respectful trial and quote than the other companies. However, they get gold stars in every other respect and should be on all Occupational Therapists' recommended list.

The people I dealt with and the Abberley team turned what was becoming a nightmare into hopefully many a peaceful night's sleep for my parents.

Online Review by Zebra8

*6ft Coupled
Base Abberley
Adjustable Bed.*

*Shown separated as
two 3ft beds, but can
be joined together.*



5 One Of My Best Buys Ever

My wife and I have been enjoying our Abberley beds now for a little over 6 months so it is time to write a review on them. I decided to wait this length of time simply because all the reviews I read (and there were about 70 of them) had been written in the first couple of weeks before any euphoria had time to wear off and I thought a review after 6 months would add a new dimension to the thing.

At the outset I want to say that in December I did a lot of research on adjustable beds and approached 3 different suppliers. It was the combination of price and the positive nature of the reviews that enabled me to make up my mind in favour of Abberley. Even so **I drove down from Durham to Southend to get a firsthand look at the beds I wanted to buy.** I record now that I concur with everything that I read about the service, and the friendliness, and non-aggressive salesmanship, so I won't repeat all the praise that has been heaped upon them by other customers. But I do agree with it all.

We decided to buy 2 single slatted beds that stand side-by-side, one with a memory foam mattress and the other with a latex mattress. We picked the material we wanted and specified what

WHAT PEOPLE ARE SAYING ABOUT THE ABBERLEY ADJUSTABLE BED



drawers etc. we wanted. We also did not want a headboard as we wanted to keep our existing solid oak one that we had made for us in Central Africa in about 1976.

Well the beds were delivered exactly as and when promised and we started our first night really wondering if we had done the right thing.

I suffer from hiatus hernia and have a chronic back problem that meant I could only sleep for about 45 minutes at a time so my nights ended up as a series of cat naps. I also couldn't lie on my back for more than 5 minutes at a time. Well the long and short of it is that within less than a week I had found a position with the head and feet up that allowed me to sleep ON MY BACK all night long.

I now sleep in that position for 9 hours every night with only 2 short comfort breaks during that time. **My sleeping has been transformed by the Abberley adjustable bed and I now do not like going away and leave my comfortable bed behind.** My wife also loves hers but she could sleep on a clothes line.

To add to the decadent comfort we also bought a couple of 100% Siberian Goose down duvets which have been absolutely wonderful. They complement the beds extremely well.

In conclusion I would thoroughly recommend the Abberley range of beds. They are well worth what they cost.

GFB

Durham



6 First Class Service And Customer Care

We bought our coupled king size bed & mattresses in 2011, they have been superb. We have just replaced the mattresses but found them a bit too firm. After contacting Andrew at Care and Comfort, he kindly suggested changing the middle layer of foam. Richard came to do that with no problems at all, and they are now perfect. I would most definitely recommend this Company for their goods, first class service and customer care.

Mr & Mrs Hogben
Canterbury



7 Great Company

I bought 2 single adjustable beds 8 years ago and have been very pleased with the company. Nothing ever went wrong with the beds and I've put them in the spare room for lucky guests!

I have now just bought a double adjustable bed and it is even better and more comfortable. I did some research to see if I could find something cheaper and couldn't. **One company sent round a cheesy smarmy salesman to 'show me how the bed works in my own home' and I felt very uncomfortable.** Also it was extremely boring and didn't really tell me what I needed to know!

Went back to Abberley beds as they are so helpful when you have any health problems. The young man who delivered the bed was respectful, quiet and helpful - he carried the pieces of bed upstairs slowly and carefully so as not to damage paintwork.

Highly recommended by a satisfied customer.

Online Review by Satisfied2ndtime



8 Another Satisfied Customer

Have recently purchased an adjustable bed from Abberley Beds to help cope with my wife's increasing disability. After a great deal of research we decided to try Abberley based on the informative website and the quality of the reviews.

Not wanting to make any decisions without actually seeing the product we made the long journey to Southend but it turned out to be well worthwhile.

We received a warm and friendly welcome, discussed our specific needs, got plenty of helpful advice, tried out all the options available and finally got to a point where we had a bed that exactly suited our requirements at a very reasonable price. What we did not get was any sort of pressure selling, no silly sales gimmicks no "special offers".

Exactly when it was promised the bed arrived and was assembled at home by a very pleasant and helpful young man who ran through all the controls, etc. until we were familiar with the bed. The bed is every bit as good as we hoped it would be. It is well built, sturdy, comfortable, very good value for money, and most importantly delivers a good night's sleep.

Initially I wondered whether this small company could be as good as the reviews I had read would suggest. Based on our experience it is!!

Online Review by Derek and Pat



9 Great Therapeutic Help To Us

I just thought I would drop you a line to say thank you for our new bed(s). The adjustable facility with the massage system is a great therapeutic help to us as we struggle to deal with health problems.

The last mattress we had from you was approximately seven years ago and it has been a valuable purchase. The same mattress has now been handed on to one of our daughters who has a very bad back problem, but cannot afford to purchase a new mattress.

However we have recommended you to two of our neighbours, one purchased a mattress and the other a topper. Both are very happy with their purchases.

The new dual beds are very nice, a bit firm at present but you did warn us of this. The quality has certainly been improved considerably in the covers that encase the mattresses. We look forward to a long and happy experience with our new beds and wish you every success for the future.

Online Review

10 Delighted With Every Aspect of Our Order

Good Afternoon.

We have had the bed for a couple of weeks now and have got used to it and tried out the various configurations. We are extremely happy with it. It is comfortable and restful. **The quality and finish and workmanship are first class.** In addition, the installation was, well, invisible. Your fitter was obviously totally competent so we just left him alone to get on with things. He was polite, friendly and thoroughly professional and completed the job quickly and efficiently. He left everything tidy, and undamaged, so please pass on our thanks to him.

We are delighted with every aspect of our order and would have no hesitation in recommending you.

Thank you.

Steve Cox and Angela Murray

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11 Expertise and Friendliness

I have previously left feedback on the website. But I would like to thank you for the very PROFESSIONAL way you conduct your business. The expertise & friendly way you extended to me was excellent. The adjustable bed I purchased is so very good, I now oversleep most mornings. Something I have not done for years.

And also the reclining chair is excellent.

I would recommend these excellent products to all.

Thanks again.

Ken Peters



12 Over the Moon With a Quality Product

We have recently taken delivery of a new pair of matching Abberley electric beds. From initial order to delivery was about five weeks, but they were definitely worth the wait. The initial order was made over the phone and there was absolutely no pressure selling, just genuine interest in supplying exactly what we were looking for. With a heart problem that has deteriorated over the last couple of years I have not been able to sleep properly on a normal bed so I decided to invest in a pair of electric beds.

I examined the various parts of the beds as they were brought into the house by their installation specialist. **I was very impressed by the quality of the workmanship and the materials used.** The bed was delivered on the day when it was promised even though it was a 400 mile round trip from their factory.

It is nice to know that there are still craftsmen in the UK that can produce a quality product at a reasonable price and delivered on time.

Thank you Abberley,

Adrian and Chris Ellicott

A very pleased customer in Doncaster



13 Outstanding Quality and Comfort

Just a note to say a heartfelt thank you to all involved at Abberley Adjustable Beds. I can honestly say that since my bed arrived I have had the best quality sleep ever. **The quality and comfort of the bed is outstanding, and the care, patience, and professionalism of all staff involved was wonderful.** I will not hesitate to recommend your firm to friends.

Your sincerely,

Tracey Russell-Ames



14 Impressive Efficiency and Expertise

Just a note to let you know how delighted I am with my new adjustable beds that I received last Wednesday. At last I was able to enjoy a good night's rest and this has made such a difference to my overall wellbeing.

I am also impressed with the kindness and courtesy extended to me by all the members of your company, it is rare to find such values in a business environment these days.

I was also very impressed by the efficiency and expertise shown by Richard (the van driver) in the installation of the new beds and removal of my old bed. There were one or two difficulties that arose during the removal of the bed but he overcame them all with calm efficiency.

I would certainly recommend you to anyone anticipating the purchase of adjustable beds.

Once again, many thanks.

June Watton



Abberley's unique five-part podded frame.

Distributes your bodyweight more evenly, helping to reduce pressure and increase comfort.

15 Excellent Service

Your driver arrived very well to time yesterday, and most efficiently put up the new bed and removed the one you had agreed to dispose of for us without any problem.

Thank you for the two brochures and for your excellent service. We already have two people coming to see your adjustable bed, so hope at least one visit may result in an extra sale for you. The bed is excellent and I very much appreciate the new mattress!

With our very best wishes for your continued success,

Meg and Denis McCaldin

16 The Best Night's Sleep in Ages

Good morning,

Well, our bed arrived on time yesterday. When we went to bed we put the massage units on and I was asleep before it finished.

It was the best night's sleep in ages.

The quality of the beds and bedside drawers is excellent. We are looking forward to many years of service from these beds.

We hope your company continues to flourish.

Kind regards,

Ray and Selma Phillips

17 An Absolute Jewel

This small company is truly an absolute jewel. They managed to create for me an adjustable pod bed in a size and shape that everyone told me would be impossible. Now that the bed is finished and installed, I can add that it is also extremely comfortable and looks great.

I want to thank the team for their endless patience and their determination to find a solution to every problem caused by my very specific and difficult requirements. **The level of customer service, expertise and creativity at Care and Comfort is exceptional.** All this added to a very reasonable price must always result in delighted customers so I do not hesitate to recommend them.

Jessica Segal



18 Fantastic Service

We have had an Abberley adjustable bed for just over a year. We love it, it's so comfortable. We needed to get an adjustable bed for my mother who had had a fall. We contacted Abberley and were able to get another adjustable bed delivered very promptly.

Fantastic service, thank you. I would not hesitate to recommend these beds and this company.

Many thanks,

C Harill
Bristol

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19 We Have Not Been Disappointed

Dear Andrew,

I am writing to let you know how pleased we are with the bed we recently purchased. We were concerned that we were committing a large sum of money on an item unseen and untested from a company we had no knowledge of, but we have not been disappointed, **the bed is very comfortable and supportive** and we have both slept very well right from the first night.

From my first inquiry, subsequent conversations with yourself and the swift and trouble free delivery from a very pleasant young man who was polite, unobtrusive, explained everything to us and left everything as he had found it, has left us very happy customers.

We would have no hesitation in recommending you and only wish we had known about your company sooner.

Kind regards,

Diane Alexander





20 Delighted with the Service

We are both delighted with the service and products we have purchased from you over the years. Previously we lived in Billericay and bought items for our own use there, as well as 2 mattresses for our daughter in Coventry - for the visitors' beds!

Our recent purchase of an electric bed is highly beneficial. After 3 back operations and with associated fibromyalgia, I, Linda, am sleeping better.

The firmer edging of the mattress this time, is also helping with manoeuvring on and off the bed. I am delighted.

With our appreciation for the quality of 'care and comfort',

Linda and David Patient

4ft Large Single Abberley Adjustable Bed with Premier Package.

Including under-bed motion sensor lighting, so you can see where you're going if you get up in the night. The removeable castor-mounted drawer gives easy access for cleaning under your bed.



21 What a Difference!

I had wondered about the merits of adjustable beds, and toyed with the idea of having one for at least two years. As my arthritis progressed, and my then new mattress didn't seem to give much relief, I decided to take the plunge and went for the Abberley. However, I did wonder if - spending so much on a bed - I would be able to feel a difference, and therefore justify the expense. I had it made lower than my other bed so that I can sit on the edge with my feet on the floor - such a benefit when dealing with shoes etc. I opted also for the massager thinking, "if it doesn't work, never mind. In for a penny, in for a pound!" Also, I ordered the jersey-cotton stretch sheets. This was a good move as the bed is a long single and other "ordinary" fitted sheets would not have fitted.

The massager? Wonderful! Not an extravagance after all. It doesn't pound you, but gives a soothing feeling, and I can choose the area and the speed. Lovely to fall asleep to!

I now enjoy reading in (or on) my bed, because I have the support I need without a pile of pillows, and the leg support gives wonderful relief for my back.

I found the buying process very straightforward and the staff most helpful. My bed arrived on the due date, and the young man who delivered and erected it was very polite and efficient.

I love my Abberley. Thank you!

Online Review by Sydneyjpl40

22 An Extraordinary Experience

WOW!

The total experience with your company has been extraordinary. After spending 18 months looking for a replacement mattress for our adjustable bed (the company we originally bought from had gone into liquidation), we cannot express in words how happy we are. We seemed to be up against a brick wall with out of touch shop owners and salesmen who just wanted to sell us a bed and mattress. One rep actually came to our home telling us it was impossible to buy a suitable mattress without the bed!

From the minute you picked up the phone I heard a friendly, knowledgeable voice, who actually understood our needs, I became more and more pleased. You were able to take me through the whole process, explaining exactly what was right for our needs. Never before have I been asked for weight and height measurements, and so I was even more certain that you were selling us what was required, and had no worries that we needed to be there to try it out.

I first spoke to you on Friday pm, and the bed was delivered the following Thursday am. **What fantastic service.**

Now comes the icing on the cake! **Our first night's sleep was brilliant** (no having to get used to memory foam for us). For the first time in 20 years my husband awoke with no back ache!

We really cannot commend your company enough, and offer our sincere thanks for all your help.

Wishing you all the very best success in the future.

Wendy and Graham

23 The Right Bed For My Condition

I want to thank you for your excellent service. We are grateful for the amount of time and advice given to us ensuring that we had the right bed for my condition of Parkinson's Disease.

It was lovely not to have the "hard sell". The bed was fitted by a competent fitter who spent time ensuring that we were happy. Again we were not rushed.

Your prices were the best we could find.

We are now both benefiting from a good night's sleep.

You are a Company that we would recommend to anyone.

Thank you,

Online Review by jeanplant

24 Dreamy in All Directions!

We have waited for a month before writing this review so that we have reasonable experience of them. We are both delighted with them and would like to thank her for her excellent advice and service and the delivery person for his efficiency in delivery, set up and removal of our old bed without any knocking of walls or damage done anywhere. We find the beds extremely comfortable and they work perfectly in every direction. As a sufferer of ME I spend more time than many in bed so the top grade massage unit is well used plus **I am sleeping much better than I have slept for several years.** Total perfection in every direction. Thank you, thank you, thank you. It was certainly worth the trip to Southend!

Online Review by Abingdon-on-Thames

25 This is The Best Bed Ever

I have had my bed for approximately one month. Cannot speak too highly of it. **It is so comfortable and easy to use and have been able to have restful sleep for the first time for many months.**

Everything was done on line and all staff were most helpful especially the very experienced fitter. He arrived on time set the bed up seemingly with no problems and spent time in explaining the controls.

I was most impressed from start to finish of this purchase and have no hesitation in recommend this product and service.

Online Review by Gonzalez0355

26 Great Bed, No Hard Sell, Very Knowledgeable...

I have now been sleeping on my new coupled adjustable bed for a week and I am amazed how easy it was to get used to.

The whole process of dealing with this company from start to finish was so easy.

We liked dealing with this family run business, there was no hard sell and all our questions were answered. The price was very reasonable considering the other beds that are available on the market.

Delivery was within the time quoted and it was installed very well. The guarantees offered were good.

We would have no qualms about recommending this professional company.

Online Review





*Custom-Made
Bedside Cabinet with
built-in tray.*

*Ideal when sitting up
in an adjustable bed.*

27 Adjustable Bed for Disabled Young Adult with MS

Deciding which special bed to buy for a disabled loved-one is not easy and making the right choice with so many on the market can be stressful.

I am so pleased that I contacted Abberley Beds because **I received comprehensive, experienced, caring and patient advice together with much-needed technical information** in relation to durable raising mechanisms, the correct mattress and much more.

No pushy sales techniques were involved at all.

Product details, choices, delivery and payment information were all made clear.

The bed was made to suit the individual patient's needs and comfort.

Delivery (to the north west) was exactly as promised.

Bed is very new, but I have confidence already that I made the right choice. The patient is very pleased with his new bed too! Slept well from first night.

Excellent product, excellent service - would recommend highly.

Online Review by Eden384

28 If Carlsberg Made Salesmen, They Would Make 'em Like...

I have delayed writing this review for a year now as I wanted to include what the after sales service was like. We have had no after sales service because the quality of our beds is so good that nothing has gone wrong.

From the first appointment, when we discussed our needs and tested the beds in the showroom to actually purchasing our beds and headboard we were treated with the utmost courtesy and had no pressure whatsoever to 'sign on the dotted line'.

We decided to purchase a headboard to complete the look for our bedroom but, as the beds together measured over 6' we asked to have the headboard we chose made higher than the one in the showroom. Again, this was discussed in detail to ensure we would end up with exactly what we wanted and I have to say we are delighted with the end result.

All in all we couldn't have asked for a nicer, friendlier company to advise us and talk us through our options and are absolutely delighted with every aspect of our purchase.

We have already recommended Abberley to friends and family. The mechanics are silent and smooth to use and there is no sag or discomfort in the mattresses and the storage underneath is ideal, though in hindsight I think we should have purchased the large drawers rather than just have 'space' beneath as the gap when the bed is raised can make getting things out a little difficult, but this was all explained at the time and we can return at some date and have this sorted out.

Online Review by Mandy1959



29 Great Service, Great Bed

Due to Medical needs we required an Adjustable bed and quickly. I called Abberley Beds who agreed to have a bed delivered within half the usual delivery time. We were then so delighted to get a call to say that the bed was ready even before that.

Our bed is wonderful and has meant that my husband now has all the comfort and flexibility of position that he needs.

Friendly, helpful service and a wonderful bed.

Online Review by WadeScott1982

30 Wish I Bought It Sooner

This bed is amazing, not a bad thing to say about it. Having used a cheaper adjustable bed before I can tell you the difference is outstanding. **The company is a pleasure to deal with**, no hard sell. The fitters were very helpful and gave a full demo. My only regret is that I waited so long. I tested out many adjustable beds and none came even close to the quality and service of these. Would recommend to everyone.

Lin Jones
Bromley

Our Customers Say It Best

It is nice to know that there are still craftsman in the UK that can produce a quality product at a reasonable price – and the bed was delivered on the day when it was promised, even though it was a 400-mile round trip from the factory.

Adrian and Chris Ellicott

We are extremely happy with the bed. It is comfortable and restful. The quality and finish and workmanship are first class.

Steve Cox and Angela Murray

It is now over 4 months since you delivered and installed our bed, and we wanted to say how much we are enjoying it. The mattress is very comfortable, and the massage system serves us well.

David & Elisabeth Bedwell

**Call Care & Comfort Now
Freephone 0800 080 3063**

**to order your bed, visit our
showroom, or request our
FREE Bespoke Adjustable Bed
Information Kit. Or visit us online at
www.CareAndComfort.co.uk**



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