

You spend about a third of your life asleep, so buying a mattress is an important decision! Mattress & More is committed to providing you outstanding service and superior quality, and we back it up with four guarantees.

Mattress & More wants you to feel good about your purchase — good about the product and good about the price. We stand firmly behind this commitment to our customers. Therefore, if you find the same or comparable sleep set for less than your invoiced price within 60 days of purchase, simply bring in the advertisement and we will credit your account or mail you a refund check for **110%** of the difference to you within three weeks. The Low Price Guarantee* does not apply to clearance, floor models, vendor rollbacks/rebates, special purchases, promotional items or discontinued merchandise. Merchandise offered for sale on the internet or other auction sites are excluded.



Buy your mattress at any other store, and you could overpay by **20%**!

At Mattress & More, we guarantee the lowest price or it's yours FREE! If you find the same product being publicly advertised by an authorized dealer in Kentucky at a lower price prior to delivery, we guarantee that we will beat their price by 20% or "It's Yours Free."

You always pay the lowest price at Mattress & More.

You must provide to us valid proof of the competitor's published advertised lower price prior to delivery. The Price Guarantee does not apply to products that are exclusive to Mattress & More. Applies to same mattresses prior to delivery. Excludes closeouts, special purchases, exchanges, floor samples, warranties, discontinued and one of a kinds.



With our 60-Night Guarantee, you can feel safe in your mattress purchase.

Take it home, sleep on it for up to 60 nights, and if you aren't satisfied, you may return your purchase for in-store credit toward another model that will improve your sleep.

Best of all, **only** Mattress & More lets you take off the plastic – so you know you have a true sense of how you sleep on the bed. All we ask is that you purchase an approved mattress cover during your trial period in case you decide to exchange your purchase.

Less than 1% of our mattresses get returned, but when they do, rest assured that they never go back out on the sales floor. Instead, they go to our warehouse clearance centers, where they are sold at 40-70% off alongside discontinued models.

At Mattress & More, your satisfaction is always guaranteed!

We understand that customers' needs and comfort levels are different, so to prove our commitment to our customers, we offer our Mattress & More Comfort Guarantee. Advanced sleep research has shown that it may take up to 60 days for our bodies to adjust to the proper support of a new mattress. If, after a minimum of 50 nights you are unable to comfortably adjust to the support of your new mattress, you have up to the 60th day from your original delivery date to take advantage of our Comfort Guarantee. To do so, return to the store of your original purchase to select another

mattress of equal or greater value. If you select a mattress of greater value you can simply pay the difference. If you select a model of lesser value a refund is not available. A processing and handling fee of 20% of the purchase price on exchanged pieces, plus a local delivery fee will be charged. If you choose a replacement model from a different brand line or manufacturer, the entire set will need to be replaced to ensure compliance with flammability regulations. A 20% processing fee will apply to the set. Guarantee is limited to one exchange per customer. Refunds are not available. Special orders, clearance merchandise, floor models, adjustable bases, Air Beds, mattress protectors, furniture, Tempur-Pedic pillows, promotional / accessory items, warranty exchanges and unsanitary beds are exempt from this program. To qualify for this guarantee you must purchase a mattress protector from us at the time of purchase of your new mattress set.



WHAT TO EXPECT UPON DELIVERY

Our Delivery Drivers do not accept tips

Any Delivery issues please contact our WE CARE DEPARTMENT (502)-368-1266

1: Deliveries begin as early as 8:30 AM. You will receive a 1 hour call ahead from the driver so please be prepared to answer the phone as early as 7:30 AM. If you are not one of the first deliveries of the day, you will receive a call from the store around 10:30 AM giving you the 4 hour window in which you delivery will occur. Please help us by choosing a day that you can be home within 30 minutes from your call ahead. The trucks are loaded in sequence so if you are not home for your delivery it will have to be rescheduled for another day.

2: Our delivery service is able to deliver and assemble any product purchased from Mattress & More. You must let the sales person know at the time of the sale if you want assembly; there is an additional charge for this. Please have a clear pathway from the point of entry to the bedroom. Difficult deliveries that create risk of damage to the products or to your home may require a release of liability form to be signed before the delivery is attempted.

3: Due to insurance constraints, our delivery service cannot remove windows, banisters or any permanent fixture on your home or stairway; nor can they move furniture from one room to another. They can only remove your old mattress and box springs. They do not disassemble or remove waterbeds, hide-a-beds, sleeper sofas or furniture. Please make arrangements for this to be done prior to their arrival.

4: Make a note of any discrepancies or shortages on the delivery copy that you are asked to sign. If you have any questions or concerns after your delivery, call our delivery hotline at 502-368-1266 x 22.

5: If you would like to let us know about your experience, please fill out our customer survey on our web site: www.mattressandmore.com. Some of our best improvements have been suggested by our customers! We value your opinion as well as your business!

6: **Same Day Delivery Cost \$45.00 / Next Day Delivery Cost \$40.00**

With the purchase of our **Same-Day and Next Day** Delivery Service you get.*

- Free set up of your mattress set
- Free removal of your old mattress set
- Courteous and professionally trained delivery personnel
- Personnel equipped with sanitary footwear to protect your home

*Not available in all areas.

SALES ASSOCIATE: _____

PHONE NUMBER: _____



Mattress & More wants to make your shopping experience as easy as possible.

That's why we offer [financing options](#)* to make your purchase – and your life – a lot simpler

* See store for details. Financing only available to residents in the states of Kentucky and Indiana.



Our dedication to customer service means we provide delivery, takedown and removal of your old mattress, and setup of your new mattress, all on the same day you buy.

Mattress & More is the only retailer in the Kentuckiana area who can make that guarantee. With our local warehouses, you can buy your mattress today, sleep on it tonight and wake up refreshed tomorrow.