

WHAT TO EXPECT FROM YOUR NEW MATTRESS SET

1: **BODY IMPRESSIONS.** Expect your new mattress to develop indentations during the first several weeks of use. These impressions are normal and were anticipated in the design of your mattress. As the comfort layers compress, the performance of your mattress will actually improve. Body impressions up to 1.5 inches will remain throughout the life of the set and are not a warranty concern.

2: **KEEP YOUR MATTRESS CLEAN.** If your mattress becomes stained or unsanitary at any time, it will void both your manufacturer's warranty and our comfort guarantee. For your convenience Mattress & More offers mattress protectors that are dust mite resistant and waterproof.

3: **PROVIDE PROPER SUPPORT.** Lack of proper support can cause structural damage that will void your warranty. Please make sure you read your warranty for proper center support requirements. All queen and king size beds must have a rigid center support for your manufacturer's warranty to be valid.

4: **RIDGE IN THE MIDDLE.** When 2 people sleep on a mattress, the padding layers tend to settle more rapidly on the sides than in the middle. This ridge is considered normal and not covered under warranty. Sleeping in the middle of the bed can however reduce this ridge.

5: **NEW MATTRESS SCENT & ADJUSTMENT PERIOD** New product odors are common. Mattresses are vacuumed sealed immediately after assembly and when the sealed plastic is first opened, you will notice a scent. It is not harmful and will dissipate within a day or two. We recommend letting it air out for a few hours before you make the bed. Memory Foam Mattresses are temperature sensitive, Please allow up to 24 hours for your new memory foam mattress to adjust to the temperature of your home.

6: **SCUFFS AND BLEMISHES / WARRANTY INFORMATION** you will notice small manufacturing inconsistencies with every new mattress set. Scuffs, blemishes, small fabric flaws and loose threads are common and do not affect the durability or comfort of your new set. Mattresses are a hand made product made in the USA, please clip loose threads with a scissors rather than pulling them. Your new Mattress set will come with a warranty card attached to the side of the mattress, please take the time to fill this out and mail back to the manufacture. All warranty issues are handled through our customer service department (502)368-1266 excluding Adjustable bed bases and Air Beds. For warranty issues on adjustable bed bases please contact Leggett & Platt 1-800-888-3078 and Sealy Right Touch Air Beds please contact Sealy 1-866-237-8233

7: **BOX SPRING HEIGHT –** Many of today's mattresses are constructed to greater depths, and to offset this height, a low profile box spring is available; this style box spring will lower the total height of the mattress by up to 4 inches depending on the manufacture. A low profile box spring keeps the total size of the bed from becoming too high.

Please check with your sales associate before purchasing your new mattress set on the height of your new mattress and box spring. We cannot switch out box springs due to height once the mattress set has been delivered to your home. A low profile box spring can be purchased at a later date to accommodate height issues.

Height of Mattress _____ Height of Box Spring _____ Total
Height _____

8: COMFORT GUARANTEE

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.

9: LOW PRICE GURANTEEE

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.