



**Protect Your Investment** – Our interest is to help you protect your investment. We recommend that you guard your mattress with a waterproof mattress protector. Not only does this keep your bed clean and sanitary, but also it qualifies you for our 120 Night Sleep Trial Program.

### **120 NIGHT SLEEP TRIAL – With Purchase of a Mattress Protector**

Like most brand-new PURCHASES, there will be an adjustment period. We ask you to sleep on your new mattress for a minimum of 21 nights to allow for this adjustment period. After those first 21 nights, if you are still not completely comfortable, we will do our best to match you to your right mattress within 120 nights of your original mattress delivery date. Subject to the above guidelines, you may exchange or return your mattress once, with a small processing fee of \$149.99, and apply your credit toward the purchase price of a different mattress. Delivery Fees are non-refundable. Please note that our 120 Night Sleep Trial is not valid on warranty exchanges, clearance merchandise, floor models, pillows, mattress protectors, linens, adjustable bases, furniture, or other accessories. All special order sizes (CaliforniaKing, Split California King, Short Queen, etc.), mattresses and foundations are non-returnable. See a store associate for more details.

**SAFETY FIRST** – If a customer returns his or her mattress during the 120 Night Sleep Trial or because of the manufacturer's warranty, Mattress Firm's delivery drivers are to inspect the mattress and its foundation prior to return or exchange. If your bed is found to be without its original law tags, unsanitary, stained, damaged by you, or contaminated with insects, the product cannot be exchanged or returned for a refund. Mattress Firm drivers are not allowed to remove contaminated mattresses or foundations.

**Refunds** – Should you need to return your mattress we will honor our policy as stated above. All refunds are processed from our Franchise Office and are returned to you using the same method of payment used at the time of purchase. Cash purchases will be returned to you via check. The accounting department does not begin the refund process until all merchandise being returned has been received back by our warehouse or store. **All financing payments due during this process are the responsibility of the customer and should be made on time to avoid any late charges. Once your financial institution has applied your return credit, any payment overages will be returned to you by them.**

**Safe in Home Red Carpet Delivery** – Having your mattress delivered with care and safe practices has always been a standard at Mattress Firm; however, we are taking extra precautions to address the safety of both our delivery teams and our customers. Some of these additional measures include:

- All of our mattresses are delivered in sealed plastic bags.
- Our Delivery Teams clean their trucks twice a day.
- Delivery teams are proactively using gloves, masks, and protective footwear when making deliveries.
- Enhanced cleaning of our distribution centers in high traffic areas.
- **Safe Bed Removal:** All mattress removals will be placed in a separate truck and must be scheduled before delivery.

**Warranty Guarantee – All warranty requirements are determined by the manufacturer, as outlined in the warranty card attached to your new sleep set. Please read the card for full warranty guidelines and instructions.** A proper bed frame is recommended to support your new mattress set and protect the manufacturer's warranty. To file a claim, warranty paperwork must be accompanied by the original receipt. The warranty does not cover transportation costs. Please contact us if you do not receive a warranty card. To the extent allowed by federal flammability regulations, only the defective piece will be replaced. If you choose not to accept the substitute piece (equivalent model), a store credit can be applied towards the purchase of a matched set compliant with federal flammability laws. If you select a product(s) of greater value you can simply pay the difference. If you choose a model of lesser value, a refund is not available. Refunds are not available on warranty claims. Floor models, clearance, "as-is" products, accessories, promotional items, furniture, contaminated, and unsanitary/stained beds do not qualify for warranty coverage.

**120 NIGHT LOW PRICE GUARANTEE** – We guarantee the best brands at the best prices. Subject to the following terms, we will beat any advertised price by 110 percent of the difference. If you find the same mattress advertised for less than your invoiced price within 120 days of purchase, simply bring the advertisement to a Mattress Firm store, and we will credit your account or mail a refund check for the price difference, plus 10% of the total price, within three weeks. Our 120 Night Low Price Guarantee does not apply to clearance items, floor models, vendor rollbacks/rebates, special purchases, promotional items, door busters, or discontinued merchandise. Merchandise offered for sale on auction sites (e.g., eBay, Craigslist, etc.) and web specials are excluded from the 120 Night Low Price Guarantee.

### **Mattress Sizes**

**Approximate Size:** Twin 39" x 75" Twin XL 39" x 80" Full 54" x 75" Queen 60" x 80" King 76" x 80" Cal King 72" x 84"