

Thank you for your purchase!

Please take a few minutes to read the important information on this mattress care guide, your warranty guide and the information on the back of your invoice. Let us know if you have any questions – we're here to help.



Rotate Your Mattress Once A Month

Both one- and two-sided mattresses need frequent rotation to extend product life and minimize body impressions. You should rotate one-sided mattresses 180 degrees the first of every month. With two-sided mattresses, you should alternate between flipping or rotating the mattress once a month



Initial Break-In Of Your Mattress

Your new mattress may feel a bit firmer than the model you tested in our showroom. This is normal, as the stitching is tight and the foams have yet to be broken-in. Your new mattress will begin to conform and slightly soften during the first few months of use. The resulting minimal body impressions in a new sleep set indicate that the comfort layers are doing their job and conforming to your body's individual contours – these impressions are not structural defects.



Mattress Protectors Or Pads Are Required For Your Warranty

In the unlikely event your mattress has a warrantable defect, the manufacturer will deny your claim if the mattress has been soiled or stained in any manner. We strongly encourage the use of a quality waterproof mattress protector, breathable waterproof mattress pad or a complete zippered encasement in order to maintain your warranty. Mattress To Go offers premium Protectabed 10-year warranty mattress protectors with a mattress replacement guarantee. Protectabed offers this mattress replacement guarantee only with the combined purchase of the mattress protector and the mattress – please ask us for details.



Frame Support

Failure to maintain proper frame support will void your warranty and will damage your mattress set. Full, queen and king mattress sets need a rigid side-to-side or head-to-toe center support beam. If you have a headboard/footboard bed set, be sure that your slats have legs down to the floor or are of a reinforced T-slat design. If you're placing your mattress upon a link spring or slatted deck, make sure that the surface is flat, firm and properly reinforced.

Additional Notes

- Excessive bending (more than 20 degrees), jumping or standing on your new sleep set may damage the innerspring unit.
- Sitting on the edge of your mattress will eventually cause a depression, regardless of the presence of an edge reinforcement system.
- Pillows should be replaced more often than mattresses, with most pillows needing to be replaced once a year. We offer a selection of premium pillows that suit any sleeping posture.
- Placing your mattress on a coil box spring, torsion modular system or any other surface that isn't firm and flat will immediately void your manufacturer's warranty.



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Sale Terms and Conditions

Please consider all sales final due to the personal nature of the products we sell and associated State and Federal health guidelines. We encourage you to ask for complete details on our policies before making your purchase. Mattress To Go will always provide the *exact* and *new* item you ordered. We never substitute or provide used or exchanged products.

We can't exchange mattresses or box springs for thickness or linen preferences. Modern mattresses can be quite thick and always look taller when placed in a bedroom. We list the thickness of your mattress on the front of your invoice and we offer low profile box springs and low profile bed frames to help make your mattress height more manageable. In addition, you may wish to purchase deep-pocket fitted sheets for your new mattress.

The bedding manufacturer, not the retailer, provides mattress warranties. The law tags affixed at the end of your mattress, along with your receipt, are required in the event of a warranty claim, so please don't remove/discard them. Bedding warranties cover defects in workmanship; they don't cover damage caused by misuse, lack of proper rotation, comfort preference, or transportation fees. Please refer to the manufacturer's warranty for more complete information.

Stains will void your warranty, so use a quality mattress protector or pad to keep your mattress healthy and clean.

Mattress warranties require queen and king bed frames to contain an extra center support and we *strongly recommend* the same for all full size beds.

Single piece purchases may not be covered under your mattress warranty. When purchasing a mattress separately, protect it by placing it on a solid flat surface commensurate with the manufacturer's foundation. A new mattress placed on an old box spring, torsion system or sagging/unsupported foundation won't work properly.

Please make sure your mattress will fit up or down applicable stairways. Many flat mattresses should not be bent beyond 20 degrees. Split foundations are available for tight stairways.

Mattress To Go assumes no liability for items tied to your vehicle. We encourage the use of heavy-duty ratchet straps to secure your purchase. The protective plastic wrapped around new mattresses is not waterproof.

All special orders require a 75% non-refundable down payment. Layaways require a 20% down payment and should be paid in full within three months, with a two-week notice to be given before the layaway is picked up. Cancelled sales and expired layaway accounts (older than three months) will be assessed a minimum 25% processing and restocking fee.

Additional policies for our nationwide delivery service:

- Unless noted, all of our nationwide deliveries are White Glove service (assembled and set up in master bedroom).
- As in our brick and mortar location, sales are final and non-refundable.
- Most shipments arrive within 2-4 weeks, depending upon manufacturer inventory and remoteness of the delivery.
- All items are new with original manufacturer's warranty. We supply the exact item you ordered and never substitute.
- Please completely inspect all items before the delivery team leaves. If an item arrives damaged, make a note of it with the delivery team and contact us so that we may assist in resolving the issue.
- We never sell or share any of your personal information.
- If you cancel your order, no fees will be charged if we can stop the order before it leaves the warehouse. If the item has already begun transit, you will be responsible for the incurred outbound shipping fees, as well as the return shipping fees.
- You are responsible for any potential fees for missed or cancelled delivery attempts, extraordinary delivery efforts, or shipping company storage fees due to delays that originated from your actions.

Thank you! It has been our pleasure to provide for your bedding needs.

Mattress To Go reserves the right to modify or change the terms and conditions of this agreement at any time.