

MATTRESS TO GO

51260 Van Dyke Shelby Township, MI 48316 (586) 580-3605 matt-to-go.com info@matt-to-go.com

Please completely review this important Mattress Care and Terms Of Sale information before making your purchase. Let us know if you have any questions – we're here to help. Thank you!

Please Consider All Sales Final

As all the items we offer are personal in nature, and to protect your health we don't exchange items - all sales are final. Please inquire if you have any questions on this policy before finalizing your purchase.

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. Put a reminder in the calendar of your smart phone – it's that easy!

Initial Mattress Break-In / Body Impressions

It is *very normal* to not sleep well or even feel a little sore during the first few weeks using your new mattress. There is a period of retrogression where your body loses its "learned alignment" from your old mattress. Expect it to take at least 2-3 weeks for you to adjust to any new mattress, and for the mattress to adjust to you. Please be patient as you go through this adjustment process. It is also normal for your new mattress to feel firmer than the floor model, but it will begin to conform and slightly soften during the first few months of use. This slight softening and resulting minimal body impressions are not defects, but instead indicate that the padding layers are doing their job and conforming to your body's individual contours.

Mattress Protectors Or Pads Are Warranty Requirements

Mattress warranties are voided if the mattress has been stained. To help maintain a clean and healthy sleep environment, Mattress To Go offers premium mattress protectors with a mattress stain replacement guarantee. This guarantee is available only with the purchase of the mattress protector and the mattress on the same receipt. Please ask us for complete details.

Frame Support

Full, queen and king mattress sets need rigid side-to-side or head-to-toe center support beams to maintain your warranty and provide proper support. If you have a wood headboard/footboard bed set, be sure that your slats have legs down to the floor or are of a reinforced T-slat design or supported by a head-to-toe beam. If you're using a slatted platform bed, make sure that the surface is flat, firm and properly reinforced.

Boxed Bed Mattresses

Allow boxed-bed mattresses to acclimate to room temperature before unwrapping, and then let the mattress rest at least 24 hours before use. Boxed-bed mattresses are under pressure – use care when opening.

Additional Notes

- Excessive bending, 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 type of edge reinforcement system used.
- Pillows should be replaced more often than mattresses. We offer a selection of premium pillows suiting any sleeping posture.
- Placing your mattress on a coil box spring or any other surface that isn't firm and flat may immediately void your manufacturer's warranty.
- Make sure your mattress is "adjustable bed friendly" if used in conjunction with a power foundation.

America's Home of Beducation®. Premium American Mattresses. Advice You Can Trust – Prices You'll Love.

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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, all sales are final. Please 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 height issues. Mattresses always look taller when placed in a bedroom than in our showroom, so please measure at home before making a purchase (we can provide you with a measurement chart). We offer low profile box springs and low profile bed frames to help manage your mattress set height. We also offer a large selection of quality deep-pocket sheet sets, as modern beds are often thicker than your old mattress.

Check that your mattress set will fit up or down applicable stairways. If necessary, we have split foundations available.

Mattress companies require full, queen and king bed frames to contain an appropriate center support.

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 card or contact us for complete information.

Stains will void your warranty. We offer quality mattress protectors to keep your mattress a clean and healthy environment.

Mattress-only purchases require appropriate foundations. When purchasing a mattress separately, you must place it on flat surface commensurate in quality with the manufacturer's foundation. A new mattress placed on an old box spring or sagging foundation won't work properly and will void the warranty.

All special orders require a minimum 50% non-refundable down payment. Layaways require a 25% 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.

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. Don't use bungee cords.

Additional policies for our drop-ship and nationwide delivery service customers:

- Our nationwide deliveries can be available in Curbside, Threshold or White Glove service (assembled and set up in master bedroom). We will note which service you've ordered in your quote.
- 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.
- We are an authorized dealer for all of the items we offer.
- Please completely inspect all items **before** the delivery team leaves and refuse delivery of any damaged items. If an item arrives damaged, note it with the delivery team and contact us so that we may assist in resolving the issue. If a boxed bed product arrives damaged from FedEx or UPS, please **refuse delivery** and notify us so we may ship out a replacement item. We are limited in our ability to replace an item if you accept it with damage.
- 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 above and beyond the quoted delivery rates, such as missed or cancelled delivery attempts, weekend deliveries, extraordinary delivery efforts (extra flights of stairs, difficult to reach areas, etc.), 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.