Bedrooms & More Comfort Pledge

We have spent decades pairing customers with the best mattresses possible. Selecting the perfect bed for your body can be a journey; thank you for choosing Bedrooms & More as your destination. We have learned that successful mattress selection is an inexact science. As a part of our process, we want to ensure you know these important facts:

1. Extreme changes in feel from your previous mattress can lead to a difficult adjustment, and an uncomfortable first few weeks on the new bed. A little change goes a long way.
2. Focusing on the surface feel of your previous mattress, and selecting a bed that has a similar comfort, gives you a greater likelihood of success.
3. Avoid the temptation to associate hard with supportive. Oftentimes, the bed that people are replacing has developed a sag, and when testing mattresses, it can be tempting to seek the support they are lacking. A new, flat mattress will solve the issue, and hard is not necessarily the best choice (see #2).
4. Spend time on the mattress (15 minutes minimum recommended) before making the purchase. Listen to your body, and compare it to your previous bed (see #2).
5. MOST IMPORTANT: Give your body time to adjust. It takes a full month of sleeping on a new mattress to know if it will be a good fit. New mattresses are firmer than the beds on display. The fabric will stretch and the materials will relax during the first few weeks after delivery.

   Your body will adapt to sleeping on a new surface; to create a new baseline, research has proven you need to have 30 consecutive nights on a new bed.
6. We are committed to your comfort. We have a 90 DAY exchange period where you can receive 100% credit toward another product in our store (less any original delivery charge). In order to have the option of an exchange you **MUST DO THE FOLLOWING**: Spend 30 nights on the bed, use a protective mattress pad for the entire duration of the 30-day period, and leave the law label intact.
7. Even if you're not comfortable, you may not need an exchange. Many of our mattresses can be made both firmer and softer without having to be switched to something totally different.

We view customers as partners in this process. Communication and trust are imperative. If you are not loving the bed immediately, that is not necessarily bad. You may have trained your body to be on something which is no longer flat (that may be why you were in the market). A new bed is putting you in a new position. By the end of the month, you are likely to be comfortable.

A. You are entitled to a one-time exchange.
B. In the event of an exchange, you are responsible for the cost of the second delivery.
C. If you demand an exchange prior to 30 days, you are responsible for a 15% Exchange Fee (this is not available with the Vispring product)
D. We do not offer refunds. By choosing not to charge an exchange fee, we are committing to helping get you comfortable. By purchasing from us, you are committing to let us help in that process.
E. If you re-select a mattress of lesser value, you will be issued an in-store credit/gift card (this is not available with the Vispring product).
F. Core swaps vary in price based on size & density (usually $100-$200), plus the cost of delivery, which is determined by your zip code.

Thank you for choosing Bedrooms & More. Please sign here to acknowledge that you understand and agree to the terms above.

X _____

MAINTAINING YOUR NEW MATTRESS: The first year is a break-in period and is very important. We recommend that you alternate between flipping and rotating your mattress once a month. After the first year, continue alternately flipping and rotating your mattress every three months.

90 DAY COMFORT EXCHANGE: You have a 90-day comfort exchange on your new mattress from the day you actually receive it. This comfort exchange does NOT apply to "as-is", floor model, or custom-made beds. We ask you to give the new bed at least 30 days before considering an exchange. If you feel an exchange is needed, you will receive full credit for the amount you paid for your mattress provided there are no stains on, or damage to, the mattress, and that the Law Label is still attached. Our delivery drivers have been instructed to not accept mattresses or foundations for exchange that are stained or the label removed. You may bring the mattress/set back to our warehouse for exchange, or we will deliver and exchange it for you for a delivery charge. If you are returning the mattress/set yourself to our warehouse for exchange, please request plastic mattress bags (no charge) to prevent damage during transport. If you trade for a mattress/set of lesser value, the difference will be returned on a Bedrooms & More gift card. This gift card can be used for merchandise in our store and does not expire.

WARRANTY QUESTIONS can be answered by your salesperson at the store, or the manufacturer of the mattress. Please read all manufacturer's warranty information to make sure that you have a good understanding of what the manufacturer considers a warranty problem. Please note that all manufacturers require queen and king size mattresses to have a frame with center support. This may be a solid deck or slat systems where the slats are close together, and the bed frame has center support with legs to the floor. If a solid deck is used (or the mattress is used on the floor) air circulation must be provided as temperature differential and/or moisture can cause mold. We will not be responsible if mold develops on your mattress. This is not covered under warranty. Fiber pads for air circulation are available for purchase. Please ask your salesperson. Keep in mind that mattresses should not be used with EXISTING foundations/box springs, as this may void the warranty.

DO'S & DON'TS: DO use a proper foundation. Latex mattresses will not be damaged by existing foundations or frames, however any variations in the lower support may cause the mattress to appear or feel uneven when the real cause is an uneven structure below. DO properly box or bag (available from our warehouse at no charge) your mattress when moving. DON'T remove the white cloth law labels or the mattress trade labels. DON'T use cleaning fluids on the mattress as this will damage the upholstery. If your mattress came with handles, they are only for adjusting the mattress once it is properly in place, not for lifting. Do not put a mattress on a solid surface without adequate air circulation.

DELIVERY INFORMATION: If you are having your mattress delivered, the dispatcher will call with a two-hour time window for your delivery late afternoon the day before your delivery. If you can't be there, an apartment manager or trusted neighbor may give the delivery people access. If you receive a message, you must call back to confirm, prior to 8am on the day of delivery. We do not go out on unconfirmed deliveries. Special instructions should be given to the dispatcher. We will do our best to arrive during the scheduled time frame but please understand that our drivers are subject to traffic and other unforeseen delays. Our delivery people will set up metal frames purchased from us and put the mattress set on the frame. Headboards purchased from us, with a metal frame, and delivered at the same time as the mattress will be attached if requested (An "Install" fee may apply). We cannot be responsible for attaching existing headboards, as many different hole patterns, bolt sizes and attachments may exist.

PICK UP: You may also pick up your merchandise from our distribution center. If picking up, please call the store first to arrange. The distribution center crew will bring the product to your vehicle; however, they are not able to tie or strap product down. **PLEASE COME PREPARED WITH THE PROPER SIZE ROPE OR TIE-DOWNS** and any help you may require to secure the load. Small items may be picked up from our store but space is very limited. Please call at least two days in advance so merchandise can be transferred and prepared for pick up when it arrives. Loading help is not always available at the store. Store phone: (206) 633-4494.

OUR **WAREHOUSE & DELIVERY** is located at 9515 Stone Ave N, Seattle WA 98103 (206) 523-0061.