



Congratulations on the purchase of your new premium mattress set from Sit N Sleep! We would like to thank you for your business. Here are a few tips on what to expect with your new purchase, please keep in mind that all mattresses manufactured in the United States are hand-assembled. No two mattresses will ever be identical and there will always be minor imperfections. These minor imperfections will in no way affect the warranty or affect the physical performance of the mattress set. You should carefully read the manufacturer warranty card (that comes with your new mattress) in addition to information we provided below. In addition to the tips below, please understand that Sit 'n Sleep would never want to knowingly ship you a damaged product so please inspect your product completely upon receipt and point out any damages to the delivery team. It is conceivable that damage gets discovered during the shipping/delivery process before it gets to you, in this event - every effort will be made to get your product re-ordered and delivered to you as quickly as possible.

WHAT TO EXPECT WITH YOUR NEW MATTRESS SET:

- **BODY IMPRESSIONS-** Your new mattress will develop "body impressions" during the first several weeks of use. These impressions are normal. Body impressions up to 1-1/2" inches will remain throughout the life of the mattress. Reference the manufacturer warranty card received upon delivery for complete details.
- **GIVE IT SOME TIME-** Your new mattress may not feel exactly like the one on the showroom floor. It usually takes 8-10 weeks to properly break in your new mattress. We recommend that you sleep on your new mattress for at least 30 days in order to allow your body to adjust to your new mattress, as we only offer one comfort exchange.
- **KEEP YOUR MATTRESS CLEAN-** If your mattress becomes stained or unsanitary at any time, it will void both your warranty and comfort guarantee. Reference the manufacturer warranty card received upon delivery for complete details.
- **PROVIDE PROPER SUPPORT-** Lack of proper support can cause structural damage that will void your warranty. Reference your warranty card for details regarding the requirements for proper support of your new mattress set.
- **RIDGE IN THE CENTER-** When two people sleep on a mattress set, the padding materials tend to settle more rapidly on each side than in the middle. Sleeping in the middle of the mattress can help reduce this ridge. The ridge is normal, and is not covered under your mattress warranty. Rotate your mattress regularly as suggested by the manufacturer.
- **NEW MATTRESS SCENT-** Our mattresses are manufactured per order and packaged in a sealed plastic bag immediately after production. When the sealed plastic is first opened, you will notice a scent that comes from the new materials, foams and/or fiberfill in the new mattress. The scent is not harmful and should dissipate within a few days.
- **SCUFFS AND BLEMISHES-** You will notice small manufacturing inconsistencies with every new mattress set. Scuffs, blemishes and loose threads are very common and will not affect the durability or comfort of your mattress.
- **LAW LABEL-**This is a white label attached to the seam of your mattress and will be located at the foot or head of the mattress. It is important that you not remove this label because it contains vital information if you should need warranty service. Removal of this label will void your warranty.
- **TALLER, THICKER MATTRESSES-** Today's mattresses are much thicker than in previous years. If you find your mattress set is too tall, low profile foundations and bed frames are available.

WHAT TO EXPECT UPON DELIVERY:

BEFORE DELIVERY:

- You will receive an automated call with a 4 hour window the evening before your scheduled delivery date with the following options to choose from:
 - **Option #1** to confirm message/**Option #2** to repeat message/**Option #3** to leave a message
- If you anticipate your new mattress set will not be able to be brought into your home via an inside stairway, and it may require a hoist, special arrangements must be made with the delivery service prior to delivery.

DURING DELIVERY:

Due to insurance constraints and/or liability, drivers are limited in the following areas:

- They cannot take away or re-position old headboards, footboards, couches, sofa sleepers or other furniture (including appliances) other than mattress sets and frames.
- They are able to deliver and assemble any product purchased from Sit'nSleep. Difficult deliveries that create the risk of damage to the products being delivered, or to your home, may require that a release of liability form be signed during delivery.
- They cannot complete an exchange of a mattress that is stained or soiled without authorization from the manufacturer or from Sit 'n Sleep.

Drivers cannot accept cashier's check, money orders, company checks or cash on COD's.

- When you are paying with a credit card, **credit card holder or check writer must be present** with the credit card so that it can be imprinted and signed. Personal checks must be pre-printed with your name and address on the front. Valid State or Military issued ID must be present to verify payment.

If you have any questions or concerns during or after your delivery, please contact our Customer Service at 800-961-1997.