

120 NIGHT SLEEP TRIAL – Like most brand-new things, there's going to be a bit of an adjustment period. Think of it like a brand-new pair of running shoes. It will take time for your body to adjust to your new mattress and vice versa. In fact, studies show most people experience some initial level of discomfort with their new mattress. Because of this, we ask you to sleep on it 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, our 120 Night Sleep Trial is valid for one exchange and/or one return per purchase, which must be done within 120 days of the delivery date of your originally purchased mattress. You may exchange your mattress once, with a return delivery fee of \$99.99*, and receive, as credit toward the purchase price of a different mattress, the purchase price of your original mattress less a restocking fee equal to 10% of your original mattress purchase price (restocking fee not to exceed \$250). If you still aren't absolutely satisfied with your new mattress, you can return it with a return delivery fee of \$99.99* and receive, as a refund, the purchase price of your exchange mattress less a restocking fee equal to 20% of your exchange mattress purchase price (second restocking fee may not exceed \$500). Your refunded purchase price will be further reduced by any state use taxes that we are required to apply. Sleep Experts is unable to exchange or refund stained, unsanitary or damaged mattresses under the 120 Night Sleep Trial. That's why we highly recommend using a waterproof mattress protector to help keep your new mattress clean. In addition, we recommend keeping all original tags on your mattress. If you remove the original (white) law tag from the mattress or foundation, it will void the 120 Night Sleep Trial. Please note that our 120 Night Sleep Trial is not valid on clearance or preowned merchandise, floor models, pillows, mattress protectors, adjustable bases, furniture or other accessories. All special order sizes (California King, Split Cal King, three quarter, crib, futon, etc.) for mattresses and foundations are final and not eligible for exchanges or returns. In the State of California, the California King size and the Split California King size are not special order and are therefore eligible for applicable comfort guarantee policies. See a store associate or contact one of our live chat customer service representatives on our website for more details.

FIRST SELECTION PROGRAM – We take pride in matching you with your perfect bed — both in comfort and budget. Because of that, we offer a 5% discount on your mattress purchase price if you're willing to waive, at the time of purchase, the 120 Night Sleep Trial with our First Selection Program. It's an investment in your confidence that we found you your perfect bed, and as a thank you, we'll give you 5% off your mattress purchase at the time of purchase. Minimum \$599 purchase is required. Some exclusions apply.

120 NIGHT LOW PRICE GUARANTEE – We guarantee the best brands at the best prices. Subject to the following terms, we will match any advertised price. If you find the same— or a comparable — mattress set advertised for less than your invoiced price within 120 days of purchase, simply bring the advertisement to a Sleep Experts store, and we will credit your account or mail a refund check for the price difference. Our 120 Night Low Price Guarantee does not apply to clearance items, floor models, vendor rollbacks/rebates, special purchases, promotional items, doorbusters or discontinued merchandise. Merchandise offered for sale on auction sites (e.g., eBay, Craigslist, etc.) or by closeout/overstock dealers (e.g., Overstock.com, The Dump, Wayfair.com, Amazon.com) is excluded from the 120 Night Low Price Guarantee.

SAFETY FIRST – If a customer returns his or her mattress during the 120 Night Sleep Trial or because of the manufacturer's warranty, our delivery drivers are required to inspect the mattress and its foundation prior to accepting the returned or exchanged product(s). 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. Sleep Expert drivers are not allowed to remove contaminated mattresses or foundations.

- Delivery tracking information is available at <https://www.sleepexperts.com/track-your-order>
- For more information, visit <https://www.sleepexperts.com/returns-exchanges>

**Return delivery fee subject to change in select markets.*

SMS MESSAGING AND AUTOMATED-PHONE CALLS – By purchasing any product or service from Sleep Experts or any of our affiliated brands, you expressly consent to receive recurring automated text messages and/or automated phone calls from or on behalf of us, to the phone number that you provided, which may contain pre-recorded messages, for purposes including confirming your order, providing you with order updates, delivery tracking and related updates, and surveying your guest experience. These calls and/or messages are solely for non-promotional/non-advertising related contact. Standard message and data rates may apply and message frequency may vary. Text **STOP** to 63476 or visit <https://www.mattressfirm.com/customer-service.html> to opt-out at any time.

What to expect from your new mattress.



The Adjustment

Expert Match helped us find the mattress with the right support for you. Just like a new pair of shoes, it takes time for your mattress to adjust to your body. We recommend allowing 30-60 days for this to occur. And with our Love Your Mattress Guarantee you have time to get acquainted.



The Early Impression

Just like the insole of a new shoe, your new mattress will begin to conform to your body immediately, and impressions will form over time. This is normal and does not reflect a defective mattress.



The Height

Your new mattress set may be taller than your previous set. A low-profile box spring is recommended for mattresses over 14". We also recommend using deep-pocket sheets, which are designed for thicker beds.



The Foundation Adjustable Bases Are Non-Returnable & Non-Refundable

Every mattress needs proper support underneath it. King and queen mattress sets need frames with middle support.



The Smell

You may notice a smell from the new materials and foams, so we recommend airing out your mattress. The smell will dissipate within a few days.



The Differences

You may notice minor visual differences between your bed and the floor model. Small imperfections such as blemishes or loose threads are normal and don't affect the warranty or comfort of your bed.



The Temperature

Some features, such as cooling material, will be less effective when used with non-breathable or synthetic sheets, comforters or mattress covers. Direct sunlight, proximity to windows and room temperature can also affect the materials' performance.



The Cover All Accessories Are Non-Returnable & Non-Refundable

We recommend using a mattress protector or encasement for all new mattresses. It will shield the surface fabric from damage, spills and/or stains, as these will invalidate the manufacturer's warranty.



Sleep) Experts

For additional warranty information and to learn more about how to protect your mattress, visit sleepexperts.com