



Matthews Mattress

Sleep Like an Angel Tonight!

TERMS OF AGREEMENT

FREE¹ DELIVERY & SET-UP

- FREE delivery to desired room
- FREE set-up of mattress and box springs on existing or new frame
- FREE set-up of day bed or headboard/footboard if purchased
- FREE removal of old bedding²
- FREE removal of all plastics and boxes from your new purchases

¹ For all purchases \$400 and over, within a 20-mile radius. For purchases below \$400, or over 20 miles, check store for delivery details.

² Not included: Waterbeds; excessively soiled/unsanitary/wet mattresses. **Delivery agent's discretion.**

COMFORT EXCHANGE POLICY & REFUNDS

After delivery of your new premium mattress set, "sleep on it" for 7 nights minimum, then decide on your one-time exchange mattress set of equal or greater value within 30 days. We'll ask you to pay the difference, of course, if you reselect a more expensive mattress, and ~ since there are costs to us ~ a 15% restocking fee.³ Returned sets must be clean, stain- and odor-free, without holes or tears.

We offer store credit on returns of all bedding items (in factory-sealed packages only), adjustable bed bases, and special order items. Please feel free to discuss costs and policies with our knowledgeable sales staff.

³ Not to exceed \$250

DELIVERY INSTRUCTIONS

- Please clear a wide path from entry point to bedroom, removing breakable objects. Difficult deliveries that create the risk of damage to delivered products, damage to your home, or injury to our agents may result in non-delivery of the product.
- An adult must be home on the agreed delivery time and date to sign for the delivery.
- Please strip the linens from the mattress set being replaced.
- The plastic corners and the box spring cloth underseal may become detached during shipping; delivery agent will re-staple as necessary.
- Our delivery agent will call if unable to arrive within the scheduled delivery time window. Weather and traffic can delay our usual prompt delivery.
- Please have all animals restrained prior to the delivery agent's entrance into your home.

If your delivery entails anything other than delivery and removal of a mattress set, please discuss with our sales associate for possible addition to our delivery agent's instructions. Double-check your invoice copy to verify the mutually acceptable instructions have been added.

DELIVERY ACCEPTANCE

It is purchaser's (or their representative's) responsibility to carefully inspect the delivered product to verify good condition. If damage is noted, please point it out to our delivery agent at time of delivery; they know the difference between hand-manufactured scuffs/blemishes/loose threads, or actual shipping damage. Damaged goods will, of course, be retrieved by the delivery agent at that time and new merchandise re-delivered promptly, with our apologies for your inconvenience.

DELIVERY PENALTY

If a delivery cannot be made through no fault of the delivery agent, due to adult person not being home on scheduled delivery day, not having purchase form available, not having access to the area of delivery, or any eventuality created by the purchaser, a reasonable delivery fee will be charged at the time of redelivery.

CANCELLATIONS & WARRANTY ADJUSTMENTS

Purchaser can cancel an order prior to delivery by returning purchase forms/receipt to place of purchase, and receive a full refund. Cancellation of special orders not delivered (i.e., Eastern King, adjustable beds, headboards/ footboards) are charged a 25% re-stocking fee. Scheduled deliveries not cancelled shall incur a delivery fee. Store policy does not allow refunds once a delivery is made. For Manufacturer's Warranty and Repairs, or to contact Matthews Mattress, call (toll-free) 1.877.851.8181.

SIGNATURE

DATE

Thank You!