

Thank you  
For buying this quality product from



You have purchased an outstanding value:  
Excellent Quality at Factory Direct Prices

Warranty Service Policy  
Sleep Guarantee  
Mattress Care Guide

## Before the Day of Delivery

- ◆ **Split Box Foundation:** Please check your stairways and hallways for clearance. Sometimes especially in older homes, you may need a two piece full or queen foundation. Split box foundations are available for an additional charge.
- ◆ **Height:** Two-sided mattresses are taller and thicker. Be sure your mattress will not be too tall. Low profile box foundations are available, but must be sent out at the time of delivery or there will be an additional charge for redelivery.
- ◆ **Bed Frames:** If you are not purchasing a new bed frame from us, please check Queen and King size frames to ensure that they have proper center support (s). A center support may run side to side or end to end and will have legs that touch the floor.
- ◆ **Delivery Time:** You will receive an automated phone call the evening before your delivery to confirm your timeframe window. Please check your invoice to verify that your address and phone information is correct.

## On the Day of Delivery

- ◆ **Fragile Objects:** To avoid damage to your home, please remove any breakable objects (e.g. pictures, vases, etc.) that may be in the delivery path. Make sure night stands and dressers are not in the way. Our drivers are instructed to obtain a signed release waiver from you if they determine there is potential for damage. Our drivers are instructed not to proceed if there is a potential problem.
- ◆ **Pets:** Please secure your pets to ensure there are no issues or escape from the home during the delivery.
- ◆ **Old Bedding:** As part of our delivery and setup service we can remove your old bedding. We will refuse to remove any bedding that is in an unsanitary condition. We do not haul away furniture or other non purchased items due to space on our trucks.
- ◆ **Delivery Fee:** Your delivery fee covers one visit to your home for setup and delivery.

## Dos & DON'Ts of Mattress Care

- ◆ **DO purchase a complete set:** The matching box foundation works with the mattress to provide the right support. In some instances, failure to use a proper foundation could void the warranty and may lead to damage, unsatisfactory performance and reduced mattress life.
- ◆ **DO use a protective pad:** A good quality, washable mattress pad is a must to keep your set fresh, dry and free from stains. A waterproof pad is a good idea if there are opportunities for unsanitary situations to occur.
- ◆ **DO let it breathe:** If you detect a slight "new product" odor, leave the mattress and foundation uncovered and well ventilated/ This will allow the odor to dissipate with time and fresh air.
- ◆ **DO give it a good support system:** Use a sturdy bed frame. If your set is a Queen or King size, make sure your frame has an adequate center support that will prevent bowing or breakage. ( See illustrations under proper bed frames)
- ◆ **DON'T dry clean:** The chemicals in dry cleaning agents/spot removers may be harmful to the fabric or underlying materials. Vacuuming is the only recommended cleaning method. But if you're determined to tackle a stain, use mild soap with cold water and apply lightly. Don't ever soak a mattress or foundation.
- ◆ **DON'T remove the tag:** Contrary to popular belief, it's not illegal to remove the law tag, but doing so may remove identification of the mattress should you have a warranty claim.
- ◆ **DON'T jump, stand or walk on:** Your sleep set is designed to be slept on. Jumping, standing or walking on your mattress set can damage the interior construction and possibly cause injury to yourself and others. Brothers Bedding Mattress Factory is not responsible for damaged caused by neglect or abuse of your mattress set.



# About your mattress

- ◆ **One-Sided Mattress:** Your new one-sided mattress has a sleeping surface on one side only. Please do not flip your mattress as the underside is not designed as a sleeping surface. Although you do not have to, we suggest periodically rotating your mattress to extend the life of your bedding set and to minimize body impressions. Refer to rotating instructions.
- ◆ **Two-Sided Mattress:** Your new two-sided mattress has a sleeping surface on both sides. We suggest periodically rotating and flipping your bedding set to minimize body impressions and increase the life of your mattress. Refer to rotating and flipping instruction.
- ◆ **Body Impressions:** Body impressions are due to the normal compression of upholstery layers. Body impressions are normal in today's mattresses with many upholstery layers that provide comfort. Periodically rotating one-sided mattresses or flipping and rotating two-sided mattresses can minimize the amount of impressions that you see.

A



B



C



## EXAMPLES OF PROPER BED FRAMES

# Mattress Flipping and Rotating Instructions

**Rotating / Flipping:** Every 3 months\*

\*You may choose to rotate/flip your mattress more frequently if you desire, but it is not required.

## One-Sided Mattress:

Rotate your mattress as illustrated. Do not flip mattress over

## Two-Sided Mattress:

Alternate rotating and flipping your mattress as illustrated.

## Box Foundation Rotation:

For the best performance, box foundations can be rotated every 6 months. Please do not turn them over.

### ***Mattress Care Instructions:***

#### **Rotate Mattress**



1. Rotate your mattress on top of box spring.

2. Realign mattress with box spring.

#### **Flip Mattress**



1. Rotate mattress over end of box.

2. Raise mattress on edge.

3. Lower mattress over (B side).

4. Align with box.

## Our Warranty—What's Covered Under Normal Use

Our warranty is provided in detail in this handout but, in summary, our warranty covers defects in materials and workmanship. The use of a warranty by our customers is minimal, but the information below is provided to help you identify whether or not you may be one of the few who do have a product defect as covered by our warranty. (Note: This is not an all-inclusive list.)

- ◆ Body impressions with more than 1 1/2" indentation if the mattress is supported by matching box foundation and used with an appropriate frame or center support/slat system. See Body Impressions and Center Support .
- ◆ Wire that is loose or broken and protruding through the cover of your mattress.
- ◆ Broken, split or loose wood slats in the box foundation as long as it has not been abused.
- ◆ Handles that have pulled out of the mattress.
- ◆ Labor and material cost is covered at 100% if there are no signs of abuse to the mattress set.
- ◆ Defects in materials and workmanship covered by warranty.

## Our Warranty—What's NOT Covered

- ◆ Body impressions with 1 1/2" or less indentation. See Body Impressions (Page 4).
- ◆ Damage or sagging due to the use of a worn or insufficient box foundation or improper bed frame. See Center Support (Page 4).
- ◆ Comfort preference, bedding height, and size. See 120 Night Sleep Guarantee (Page 7).
- ◆ Fabric cover including stains, soiling, pilling and burns.
- ◆ Transportation cost associated with warranty claims.
- ◆ Any damage to mattress or box foundation from abuse or improper use.
- ◆ Any product even if defective that is in an unsanitary conditions, liquid penetrated, damaged with cleaning chemicals or shows any sign of misuse or abuse.
- ◆ Items not manufactures by Brothers Bedding Mattress Factory. A manufacturer's warranty may apply to these items. See your sales associate for details.

**Unsanitary Conditions / Use of Cleaning Fluids:** Allowing your mattress set to be in an unsanitary condition, as a result of, among other things, staining, soiling, or pest infestation, may damage your sleep set and void your warranty. Additionally, the use of cleaning fluids may damage the fabric and materials in you mattress and invalidate your warranty. For health and safety reasons, Brothers Bedding Mattress Factory may not be able to inspect these products to assess whether they are covered by the warranty. Similarly, BBMF reserves the right to deny warranty coverage where your mattress set exhibits signs of pest infestation, stains or soiling of unknown origin or nature, and it appears to BBMF, in good faith, that the product may be in an unsanitary condition or may have been damaged by liquid penetration, cleaning chemicals, or other abuse.

## Return Policy

FOR YOUR PROTECTION, Brothers Bedding Mattress Factory sells only new bedding products with all new materials. Therefore, we do not accept returns or exchanges on upholstered bedding products, including, but not limited to mattresses, box foundations, pillows, sheets, mattress pads, covers and protectors. Hardware such as frames and headboards may be returned within 30 days of purchase with an accompanying receipt, provided that it has not been damaged or used in original packaging. Returns on hardware that has been opened will be subject to a 15% re-stocking fee.

## 120 Night Sleep Guarantee

The vast majority of our customers are very happy with our product. We make every effort to fit you to the proper bed at the time of purchase. In the unusual situation where a customer has a non-warranty issue related to personal comfort preferences, we offer a one-time comfort adjustment on bedding we manufacture, as described below.

- ◆ Sleep a minimum of 14 nights on each side of a two-sided mattress.
- ◆ Let your body adjust to the feel of your new mattress set.
- ◆ Once you have completed the above, you may request a one-time comfort adjustment during the first 120 nights after delivery.
- ◆ No labor or material cost to customers to make this one-time adjustment. The only cost to the customer is transportation cost from and to your home.

## Submitting a warranty claim

To submit a warranty claims or 120 Night Sleep Guarantee you will need the original invoice to verify your purchase.

Go To: [www.brothersbedding.com/warrantyagreement](http://www.brothersbedding.com/warrantyagreement) to process a warranty or sleep guarantee claim. If you need to speak with a service manager call 865-689-2373 Ext 1006

Your bed comes with a (\_\_\_\_\_) year non-prorated warranty.

Transportation cost for warranty service will be equal to 2 x \$\_\_\_\_\_ for round trip pick up and delivery.

## We Value Your Opinion

*How often do you use online reviews to make buying decisions? In today's digital world, online reviews are very important to companies like ours. That's why we are asking for a favor.*

*Will you take a moment of your time to jot down some feedback on one of the following:*

*Google Business Page, yelp, Facebook or even on our website. It's a very quick and easy way for you to make a difference in how our company provides services for you.*

*Please feel free to give us a call should you have immediate feedback or concerns about your product or service purchased. We want to hear from you and are happy to answer your questions.*

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