

Gardner's Mattress & More

Wake Up Happy Comfort Return Procedure

GOAL: Your 100% satisfaction with your new sleep system from Gardner's.

PURPOSE: The purpose of this procedure is to make 100% certain that Gardner's has done everything within their power to help you wake up happy every morning on your new sleep system. This goes beyond just the mattress - we need to ensure proper support of the mattress (boxspring or foundation), the frame under the mattress support (metal frame, bed, etc), the pillows you use and more. All aspects of the mattress need to be analyzed to ensure your satisfaction.

Next Steps: Should you elect to make a comfort exchange and when you visit please bring the following items with you. We will be looking to replicate how you sleep at home on your mattress/mattress set in the showroom.

- Your pillows you use to sleep with (even if you purchased them from Gardner's) bring whichever pillow(s) you use to sleep with.
- Any topper, feather bed, quilted (thick type) mattress pad that you sleep on

Once you visit we will proceed as follows

- Assess your photos from what you have at home that may be affecting the support, comfort, overall motion transfer performance of your mattress set. Photo instructions on following pages.
- Assess your sleeping posture in relation to the entire system - pillows, toppers (if being used) mattress and foundation/box spring or bed base.
- Make suggestions on what may help correct/adjust sleeping posture which could be
 - An adjustment to your pillow (if a Fill Station pillow from Gardner's)
 - A different pillow
 - A different position/how you use your pillow
 - Removing toppers or pads
 - The use of toppers or pads
 - Adding an adjustable bed base
- Understand our goal is to make you happy, however changing out mattresses without understanding the entire system is akin to getting back surgery when all you needed was a more supportive shoe with proper arch support.
- We will ALWAYS honor our 120 Wake Up Happy Guarantee but ask that you participate in this process, this is your time investment, as we are participating in this purchase with

you monetarily by not charging a second delivery and having no other charges related to restocking or penalties.

- Moreover other mattress sellers (online and in store) who claim free and easy returns is often not the case requiring the customer to arrange for pick ups and donations along with the corresponding logistics. Additionally these mattresses are often sent to the landfill which is a real problem. Our current best estimates and industry numbers point to at least 8-10 truckloads of mattresses going into landfills each day and that is only from online sellers.
- When a mattress is returned to Gardner's we do one of two things with your mattress
 - Send it back to the manufacturer if they accept comfort returns
 - We sell it as a clearance comfort exchange only if
 - A protector was purchased from us to guarantee cleanliness
 - We then further disinfect the mattress using PA approved disinfectant and tag it according to law
 - We then properly disclose the mattress origins and price it accordingly for sale
- This procedure is in place to ensure the following
 - You are happy with purchase and we all understand the parts and pieces involved in having a mattress perform in your home the way it is expected to when experienced in our store
 - Ensure that needless exchanges are kept to a minimum so as not to raise our prices for all
 - Take care of our environment with needless exchanges that could have been remedied with another solution you agree with

Our Wake Up Happy Guarantee mandates the following,

- You try your mattress for 60 days and can exchange within 120 days
- You purchase our mattress protection to keep your mattress clean and stain free
- We will not exchange split king mattress sets
- We will not exchange foundation/box spring sets or adjustable bed bases

Should you demand an exchange earlier than 60 days the following fees will be in place,

- Day 1 - Day 14 - positively no exchanges
- Day 15 - Day 30 - 40% restocking charge
- Day 31 - Day 59 - 30% restocking charge
- ***Procedures and photos needed for all mattresses, regardless of type to affect a Wake Up Happy Comfort Exchange.***

Why would I need a comfort exchange?

Understand your old mattress and body had years to “come to an agreement” and over the years, until you decided your mattress was worn out, your body adjusted to a poorly supported and uncomfortable normal. This adjustment took years (for some a decade plus), one night a time.

Simple logic will tell you a magic switch doesn't exist and you must give your body time to adjust to a new normal of proper support and comfort. Much like when you overcompensate while standing or sitting due to injury, poor posture, or other reasons the same is true of your old mattress. Your body was compensating for a lack of support and comfort. Now, with a new mattress your body needs time to adjust to a more happy, properly supported normal.

Put another way, suppose tomorrow you ran a marathon with not a minute of training. Undoubtedly you would be sore and stiff. Now imagine you trained for a marathon for two months, you would finish with far less issues, if any, related to your physical condition.

In other words, this takes time for some. We are here to support your purchase but require that you hold up your end of our agreement to the same standard by which we hold ourselves and that you expect of us. At the point of purchase we mutually agreed to the above terms.

****If you purchased a complete mattress, foundation/box spring set, and frame or under bed support from Gardner's you do not need to take these pictures. Simply bring in the requested items below when you come to visit and make your reselection.****

If we must come out to the home to complete this list for you, we will charge a \$100 processing fee to complete these photos for you.

Gardner's Mattress & More will not proceed with Wake Up Happy Guarantee comfort return processing without the checklist of items being completed found at www.GardnersMattressAndMore.com/service All pictures must be clear on your phone or emailed into us (drew@gardnersmattressandmore.com) as follows on the subsequent pages.

Step 1 - Picture of your mattress or mattress set as it sits on your frame or furniture (platform bed, wood and or metal bed, metal frame or floor)



Step 2 - Take the same picture of just the foundation/boxspring as it sits on your frame or furniture (platform bed, wood and or metal bed, metal frame or floor)



Step 3 - Remove your mattress and foundation/box spring (if you have one) and take a picture of the frame or under mattress set supports which your mattress or mattress set sit upon.



Step 4 - If you have a foundation/box spring place your foundation/box spring back on the frame or furniture and place a straight edge (broom handle or yard stick) over the general area where you feel there is an issue while laying on your mattress. Measure to the lowest point (without putting any pressure down into the lowest point) and take two pictures as shown



Picture for right side of the foundation/box spring set



Picture for left side of the foundation/box spring set



Picture you would take if there is a low point found when the straight edge is laid across the affected area of the mattress as it relates to the foundation/box spring set *****IMPORTANT** All pictures must show a clear picture of the depth of measurement as pictured above***