

What to Expect With a New Set of Bedding

- ❖ **EXPECT AN ADJUSTMENT PERIOD.** Just as your new dress shoes take some time to feel good, **your new mattress might take some time for your body to become adjusted.** This is especially true if you are changing from a very old bed set, a damaged bed set or a poor quality bed set. This is also true if you are changing “comfort” levels, for example moving from a firm to a new fluffy pillow top mattress. It can take days or weeks for your body to adjust to a new mattress.
- ❖ **SLIGHT COMFORT IMPRESSIONS ARE NORMAL.** **You can expect your mattress to develop slight indentions called “body impressions” as soon as you start sleeping on it.** These slight indentations are normal and are the result of the quilt and upholstery layers settling and conforming to your individual body. As these layers compress, the mattress will actually improve in performance. True sagging resembles the dipping look of a hammock in which the dip measures greater than 1 ½ inches. While slight body impressions are normal, they are usually not greater than 1 ½ inches in depth and are therefore not reason to exchange your mattress under warranty. Although most mattresses now only have one sleep surface, your mattress may benefit in comfort and durability if it is rotated regularly (clockwise).
- ❖ **VISIBLE RIDGE DOWN THE MIDDLE IS NORMAL.** When two people share a bed, they usually each sleep on one side therefore settling the layers of comfort on each side. **Often times, there is a visible ridge down the middle of a king or queen bed where the comfort layers have not been compressed.** This is normal and is not considered a warranty exchange issue. To minimize the middle ridge and body impressions, sleep on all surface area of the bed, including the middle and rotate your mattress and box springs regularly.
- ❖ **SUPPLY PROPER SUPPORT FOR YOUR MATTRESS AND BED SET.** Proper support means corresponding box springs, proper bed frame and supportive bed furniture. **Lack of proper support can cause structural damage to your bed set, which can actually void your warranty.** Careful consideration must be taken when purchasing a mattress only. Today’s mattresses are made to work in conjunction with their corresponding box spring set. This enhances the durability and comfort life of your bed. Using your old box springs is not recommended as it is difficult to “see” the structural breakdown which can lead to damage to the mattress. Box springs made by another company are not considered proper foundation for your new mattress. Please discuss your options with your salesperson to ensure proper warranty coverage of your mattress or bed set. Don’t place a board between your mattress and box spring. A proper bed frame must continuously support the box spring. For king and queen sets, a rigid center support with at least 5 legs or furniture with a rigid center support and at least 5 cross slats is necessary.
- ❖ **PROTECT YOUR MATTRESS.** **Spills and stains on your mattress could VOID your warranty.** Utilize a high quality mattress pad with all your beds, especially those used by guests or children. Check with your salesperson for tips on mattress pads and mattress protection plans.

For more information on your warranty, refer to the warranty card that will be attached to your new bed.

NO EXCHANGES OR RETURNS CAN BE PROCESSED WITHOUT PROOF OF PURCHASE.