

# How to Prepare For Your New Mattress

Our experienced delivery team will call you the night before with an estimated 2 hour time frame for delivery. This would be the perfect time to give them specific directions and talk directly to the people who will be delivering your mattress. If they are not able to reach you, the drivers will leave a voicemail in-which they will ask you to call back to confirm the time frame given or we may have to reschedule your delivery. On the day of delivery the driver will give you, approximately, a 15 minute courtesy call or a heads up as they leave there previous delivery. We deliver Tuesday through Friday from 9am to 4pm.

If possible, please make sure there is room for our delivery truck in front of your house. We ask that all hallways and walking paths are clear of obstacles, breakables and hanging objects such as framed items, and remove any nails or other items that could snag the mattress set. Please remove lamps and other items off of your night stands, strip all bedding off of the old set prior to arrival, and provide a clear and well lit area for travel with plenty of space to set up your new bed set. If you'd like to vacuum where your new bed will be, please have your vacuums in the room and ready for use.

For the safety of our drivers and your pets, please lock up any animals that are in the house (even if they are friendly) in a back bedroom or bathroom. Square Deal will not be held responsible for the well-being of your animals. Thank you for your understanding and cooperation.

We here at Square Deal Mattress Factory realize that some of our customers may want help in moving additional items. Please realize that we allot a specific amount of time for your delivery. If you need more than simply removing your old mattress and setting up your new mattress, we ask that you notify us prior to your delivery, and there will be a charge accordingly at our shop time, of \$75.00 per hour. In order to accommodate this, we need to know 2 days prior to delivery. Square Deal will not be held responsible of damage on your personal items or property, including attaching or setting up your bed frame and/ or head boards.

## Care and Maintenance

Modern mattresses, particularly inner-spring mattresses, use thicker layers of upholstery materials to provide maximum comfort. Over time, even after a short period, these layers will compress to form to your body. This is quite natural and often a source of concerns. Regular care and maintenance of flipping and rotating will prolong the life and ensure even wear of your mattress.

Keep your mattress sanitary by using a mattress pad, especially if children or animals sleep on the bed. A periodic vacuum of the mattress will keep it fresh and clean. Protect your purchase by using a mattress pad or encasement. When moving your mattress carry it upright (on its side) this makes it easier to handle and prevent damage. If you are storing your mattress for a long time it is best to store it flat. If you need mattress bags, they are sold at our store.

### **Things to Avoid:**

Do NOT bend, stand on, jump on, use dry cleaning chemicals, or penetrate your mattress set with any liquid.

Do NOT place a board between your mattress and foundation.

Do NOT destroy the law tag as it MUST be retained for warranty coverage.

If your mattress has a removable mattress cover do NOT machine wash.

Avoid excessive heat around your mattress and/or foundations (example: mattresses stored in motor homes, or storage unit), as heat will accelerates the decomposition of the foam in the mattress set.

# Flipping and Rotating

Flipping your mattress is a two person task. Square Deal will not be held liable for any injury to you or your property from flipping or rotating your mattress. Having at least two people will prevent you from folding or bending the mattress and damaging the coil construction. The handles on your mattress are intended for slight adjustments to the placement of your mattress, not for carrying long distance or flipping.

To insure proper and even wear, follow a flipping and rotation schedule. Square Deal offers a flipping service (our delivery team will come out to your home and flip your mattress). A single flip is \$25, and if you sign up for the pre-paid service you get 13 services for \$250. For the first 6 months we recommend flipping or rotating every two weeks. After this period, flipping and/or rotating should be done every month for a 1 year period and then every other month thereafter for the remaining life of the mattress.

The box spring provides the foundation for your bed. While it doesn't require rotation as frequent as your mattress, we ask it is done once a year, rotating from head to foot.

## Frame Support

Use an appropriate frame with center supports on queen and king mattress set to ensure validation of your warranty.

A Queen or King frame must have:

- 1) A rigid bridge bar with at least one supporting leg that touches the floor and
- 2) At least 5 legs that touch the floor or equally spaced hardwood cross-slats with no more than 2" between them and with at least 1 leg that touches the floor. It is not advised to put your 2 sided mattresses directly on the raw wood slats. Splinters are not covered in the warranty.



## King "Ridge"



On Kings and Cal. Kings the center of the mattress has extra center support due to the two box springs butting up against each other under the mattress. This is not a structural defect and is not covered by this warranty. It can be hard to break in the center of your mattress which in turn can cause a "ridge" to form. The best ways to break in the middle is to spend as much time as you can there, and rotate the foundations from head to foot every year.

## Comfort Service

It takes at least 3 weeks for your body to adjust to a new mattress and for the mattress to start to conform to your body. Please give yourself ample time for your body to adjust to the new mattress, at least 3 weeks, and/or 1 complete flipping cycle.

Due to the personal nature of beddings and mattresses, Square Deal does not do returns on mattresses or bedding. Once a sleep set is taken into your home it is considered used, as every home has its own smells and cleanliness. Square deal offers a Comfort service to help customers who may have made a selection mistake (comfort complaint or height issue). For Latex and Memory foam mattresses, a core swap will be needed to change the comfort of your mattress. It is the responsibility of the customer to pay for additional freight charges.

This is a service we offer and there is a fee for transportation, labor, and supplies. Our Comfort service rate is billed at \$75/hr. The chart below is an estimate of normal service times, but is subject to change.

	Twin	Full	Queen	King
Non Pillow top	1hr	2hr	3hr	4hr
Pillow Top	1.5hr	2.5hr	4hr	5hr

To schedule a comfort service, call Square Deal at (530) 342-2510 and ask for the Service Department. Be prepared with how you would like your mattress to feel (i.e. firmer or softer). Be aware you may be asked to come into the showroom to try the mattresses again. After talking with the service department about what you'd like done to your mattress, a date will be set for the service. If you'd like to use our delivery team for the comfort service, different towns have different service lengths and costs: Chico services can be done in one day, so you will not be out of a bed overnight.

Town	Transportation cost*	Pick up Days
Chico	\$25+	One day service
Paradise/ Oroville and surrounding areas	\$40+	Pick up Tuesday deliver Thursday
Redding and surrounding areas	\$60+	Pick up Wednesday or Friday deliver following Wednesday or Friday

\*transportations cost can vary due to fuel prices and distance.

The delivery drivers will call you the night before to remind you of the service. In most cases, your mattress will be picked up around 9 am and delivered back between 2pm and 4pm. This information is a normal estimate but is subject to change. However, if you choose to transport your mattress on your own, we advise you to please come to the factory and pick up a mattress bag. To allow us proper time to work on your mattress, your mattress needs to be at the factory by 10am. The Factory will call when it is finished and ready for pick up. Your mattress must be in a sanitary condition to be able to take advantage of our Comfort Service. Please protect your mattress with a mattress pad.



## \_\_\_ Year Limited Warranty

Congratulations, you've purchased a hand-crafted Square Deal Mattress sleep system. Our mattresses are made by human hands, the traditional way, so please allow for slight variants in tailoring.

Square Deal Mattress Factory's limited prorated warranty protects the purchaser from defects in workmanship or manufacturing defects. This warranty does not cover gradual sleep preference change or the normal wear and tear that results in loss of comfort or support. This warranty is only valid to the original purchaser with proof of purchase and the law tag must be retained for warranty coverage. Any and all implied warranties on this product shall not exceed in duration, the term of this limited warranty. If your sleep set is repaired or replaced this will not renew or extend your limited warranty. The limited warranty begins on the day your sleep set is delivered, and transportations costs are not covered.

We guarantee the repair and/or in some cases the replacement of your mattress or foundation (box spring, semi-flex, wood foundation, or Bunkie board) at Square Deal's discretion, if in normal use, either piece fails to meet our high standards for workmanship. The Limited Warranty covers manufacturing defects in the following items, under normal wear and in conjunction with a continuous supportive foundation and a bed frame: wires that are loose, broken or protruding through fabric, broken or loose support elements in the foundation, squeaks, rattles, sagging or body impressions that measure 1 1/2" or greater and in Latex mattress 1 1/2" or greater.

For all adjustable foundations, please use the owner's assembly and operating manual for required support. Leggett and Platt adjustable warranty customer service department 1-(800)-888-3078. Register your new adjustable bed system at <http://lpadjustablebeds.com/register>

If you think you are ready for a new mattress, Square Deal will work up the trade in value of your current set. Please keep in mind cover and transportation costs are not included.

# What Is NOT COVERED By The Limited Warranty?

The Limited Warranty EXCLUDES and is not limited to: claims made outside the United States, transportation and inspection costs, damage due to use abuse, mattress fabric and quilt, comfort preference, bed height & weight, handles, spills, stains, tears, burns, snags, splinters, mattresses sold “As Is”, hotel/motel/institutional facilities mattresses, damage due to use with unsuitable or faulty box spring or foundations, damage due to bed frames that do not provide continuous support, bent perimeter border rods due to moving or bending the mattress, corner guards, dustcovers, infestations, pest or pet damage, improper washing of removable covers.

Normal body indentations or sagging of less than 1 ½” for Inner-spring, Memory and latex foam mattresses are not covered by the Limited Warranty. Be aware that body indentations are normal occurrence in new mattress, and indicate the upholstery layers are conforming to your body’s contours. If it is determined that an indentation is caused by misuse, abuse of factors other than a product defect, this warranty will not cover that condition.

Latex and Memory foam mattresses: Normal change in softness and recovery time in these materials over time is normal, this does not affect the pressure relieving qualities of these mattresses.

Square Deal Mattress reserves the right to refuse service and invalidate the warranty, even if defective, when the sleep set is found to be in a unsanitary condition and otherwise suggests that the product has been subjected to misuse beyond ordinary wear and tear, including but not limited to 1) the product is so pervasively soiled, including but not limited to blood, bodily fluid stains or soiling (soiling of unknown origin) infestation or other abuse. 2) an inspector is unable to conduct an appropriate inspection of the condition of the product without being exposed to potentially dangerous bodily fluids, blood borne pathogens, or other substances that could cause significant injury. **We reserve the right to refuse warranty or servicing to any mattress or home that is speculated to or known to have bed bugs.**

## What Should I Do If A Problem Occurs?

Contact Square Deal’s Service Department at (530) 342-2510, be prepared with the year and model of your mattress set. For the Limited Warranty to be valid, you must: 1) Be the original consumer purchaser and have purchased the sleep set from 1 of our 2 locations, in Chico and Oroville. 2) Provide a copy of the original store receipt or other proof of date, purchase price, and or provide a picture of the law label from the defective product.

## Does This Sleep Set Meet Federal Fire Retardancy Standards?

This product meets Federal Fire Retardancy Standards. However the sleep set’s flame resistance may be seriously impaired if any of the following occurs: if a non-matching mattress and foundation are used together (per law tag), The outer cover of the mattress or foundation is damaged, torn or punctured, mattress handles are torn from the side of the mattress from abuse, general misuse or abuse of the set, treatment with an unapproved stain repellent or similar post purchase application. Your sleep set is open-flame resistant, not fireproof, so it is important to keep open flames and/or any incendiary of high heat generating devices (such as halogen lamps, candles, space heaters, frayed electrical cords, etc.) away from your sleep set and out of the reach of children. **DO NOT SMOKE IN BED.** A mattress can ignite and/or burn if exposed to open flame or fire. When ignited, some bedding materials can burn rapidly and emit smoke and hazardous gases.

You can have a Doctor prescribe you a mattress without fire barrier. Square Deal shall not be liable for incidental or consequential damages that result from the use of your Square Deal product.

## MRC & Bye-Bye Mattress Program

In 2016, California enacted the used mattress recovery and recycling act, “the MRC” will use recycling fees that retailers collect from customers to administer the California mattress recycling program. For more information on requirements and exceptions visit: [www.mattressrecyclingcouncil.org](http://www.mattressrecyclingcouncil.org)

# Final Step

For the warranty to be valid, the purchaser is required to return the below form to Square Deal Mattress Factory. Signing the below form is agreeing to the terms and conditions of this limited warranty. If the below form is not completed, signed and returned to Square Deal Mattress Factory within 30 days of original purchase, Square Deal Mattress Factory is under no obligation to honor the terms of this limited warranty.



**MATTRESS FACTORY**

**(530) 342-2510**

Sign & Return the form below to Square Deal to activate your warranty

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I \_\_\_\_\_ have read the terms and conditions of the limited warranty provided by Square Deal Mattress Factory on \_\_\_/\_\_\_/\_\_\_ and I agree to the terms and conditions of the warranty.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Additional information

\_\_\_\_\_  
Invoice number

\_\_\_\_\_  
Date

\_\_\_\_\_  
Information: Size, Model Name, Set, Customizations