



SLEEP SQUAD

FREQUENTLY ASKED QUESTIONS

1. What is a Mobile Mattress Showroom?

If you're picturing a big semi-trailer mobile showroom you've seen at a festival or other event, you're on the right track. We've used the same design style, on a smaller scale, to bring a mattress retail store right to your front door. Each Mobile Mattress Showroom is designed to give you the feeling of an exclusive, private showing of the mattress products you selected. Combining convenience, comfort and the ability to try before you buy, our Mobile Mattress Showroom creates a completely unique mattress-shopping experience.

2. How far in advance should I make my appointment?

If you book your appointment by noon, we can be there as soon as today.

3. What should I expect during my appointment?

When the Mobile Showroom arrives at your home, your Personal Shopper will invite you in, offer you a cup of coffee and discuss the features and benefits of each mattress you selected on our website. Then he'll leave you and your family alone for a few minutes to try each bed in privacy. Afterwards, you can ask your Personal Shopper any follow up questions you have. Once you've chosen your new mattress, Sleep Squad will instantly install your new bed and, if you wish, take away your old mattress.

4. We are looking to replace our mattress and our child's. Can we do both on one appointment?

In order to give you the time you need to view 3 options for you and another 3 for your child, we're happy to extend the length of your appointment. There are two ways you can set this up. First, you can schedule back-to-back appointments online selecting choices for you in one and for your child in another. Or, you can give us a call at 888-757-7533 and we'll work with you to set up an extended appointment.

5. What is your "Big Kid's Bed" Program?

Coming soon

6. What do I do if I need to re-schedule my appointment?

Call us at 888-767-7533 and we'll work with you to find a more convenient time.

7. How long will the appointment last?

Including purchase, it will take about an hour to try each set, finalize the transaction, deliver, set up your new mattress and remove the old mattress.

8. Can I schedule my Test Rest during my lunch hour and have you deliver it to my home later?

You bet. Just let us know when you book your appointment that you're using an office address and we'll work with you to schedule delivery once you've chosen your bed.

9. What if I don't like any of the mattresses I asked to try?

Just talk with your Personal Shopper about what you liked and didn't like about each mattress. After discussing your specific needs, the he can suggest other mattresses, and schedule another appointment. If we don't carry the bed that works best for you and we know of another shop that does, the he will refer you to one of our competitors.

10. What is your return policy?

Sometimes, even when a person does everything they can to make the right purchase decision, they may find that they needed something different after all. If you find that, after having slept on your new mattress for 30 days, it's just not the right fit we will exchange it for up to 60 days following delivery. In that time, you'll have time to get use to the new bed or get a better sense of what features give you the comfort you desire.

If you select another mattress at a higher price, the price difference must be paid at the time the exchange is made. You'll never have to re-negotiate a deal because the price on our web site is always the price you pay. No surprises, no restocking fees, and no return delivery charges. No hassles. In fact, we'll bring the Mobile Showroom back out and let you try more mattresses.

Please be aware that mattress purchases are non-refundable. Likewise, accessories may only be returned if they are unused and in their original packaging. All exchanges must be in their original condition. Limit one comfort exchange.

11. I live in a high-rise apartment. Can I still take advantage of Sleep Squad's service?

Absolutely. When you set up your appointment you'll have the option to provide special instructions. Just tell us that you live in a high rise and if there's a loading dock that we should use or a property management company we need to schedule time through.

12. Will you take away my old mattress?

Unlike other online mattress retailers, we'll remove your old mattress at no cost to you. Because of sanitation requirements we do have to reserve the right to refuse to take an old mattress that is heavily soiled. Unfortunately, we cannot take futons, sofa beds or bed frames.

13. What are my payment options?

Credit Cards: Visa, Mastercard, American Express, and Discover

Debit Cards: Visa and Mastercard debit cards.

Personal Check: Unlike other online mattress retailers, we'll take your check.