



White Glove Delivery Service

Delivery Company Calling Procedure For Serta Mattresses

- They will contact the customer to arrange a date. (production and shipment of merchandise can take up-to 21 days, depending upon location)
- They will call customers 24 hours prior to making their delivery to let them know of their delivery window and confirm all pertinent information
- They will call the customer approximately 1 hour before they make the delivery for them.
- In the event that a customer is not at home (NAH), the delivery team will leave a NAH tag on the door and they will call their office immediately. The office in turn will call the numbers they have for the customers to verify they are not at home.
- In the event of a "wrong address" (BA), the delivery team must contact the customer in order to obtain the appropriate information to complete their delivery and contact the dispatch line to report the situation.

What the delivery company will communicate to the customer.

Delivery Prior to Scheduled Window

- No delivery shall be made prior to the established delivery window without the authorization of the B&N management team.
 - Once this authorization is received, the delivery team must contact the customer to make sure that an earlier delivery will not cause any problems. If the customer refuses, the delivery team will have to respect the scheduled delivery appointment.

Delivery After the Scheduled Window

- The delivery team must contact the customer 2 hours prior to the end of the hourly window to make sure that there is no problem if delivery is made later than expected;
- The delivery team must call the B&N dispatch line to indicate a delay on their route.

What the delivery company WILL DO and Will NOT DO.

- They WILL deliver to a house that is safe for them. During winter months, that means that a path way will be shoveled big enough from the road to the customer's front door that will allow them to bring merchandise in.
- They WILL only deliver what they consider to be a safe delivery for two professional delivery specialists where they are able to do the delivery by themselves.
- They WILL deliver merchandise to a room cleared of debris and ready for delivery to take place.
- They WILL remove merchandise from the plastic bags and these bags and packing materials will be removed from the premises.
- They WILL set up bed frames and adjustable bases as long as they were part of the Serta mattress purchase. If a frame or adjustable base from another company has been bought they will not be responsible for installing them.

- They WILL place merchandise, if there is an existing frame or adjustable base, they will place the mattress or mattress and box spring on it.*If the team indicates that there is damage to the frame, and this may result in damaging the mattress, they will not put the mattress on the frame. They will make notation to the dispatch and on the manifest and leave the new mattress in the room of choice for the customer.
- They WILL move an old mattress to another location in customers residence or to the curb.Any mattress with visible stains or any offensive odor must be bagged by the customer. If mattress contains vermin of any kind the delivery company will inform customer and they shall not be responsible to move the mattress.
- They will NOT remove the old mattress from the property.
- They will NOT move other furniture around the house for the customer.
- They will NOT remove spring-loaded, folding and sliding glass doors.
- They will NOT remove windows, or hoist merchandise through customers windows.
- They will NOT allow a customer to carry merchandise or assist with merchandise hook-up
- They will NOT deliver to coastal islands or barged places or remote areas that require a boat and or airplane.
- They will NOT deliver to areas that are not listed on the manifest (e.g. customer says instead of coming to this address can you delivery to another address...this will have to be verified by B&N's customer (Serta) before they do anything.
- If a customer's residence does not have an operating elevator, the delivery company will not deliver to a location higher than 3 floors above the ground floor. Delivery company will discuss this when scheduling the delivery time

What is expected from the customer?

- Customer must sign delivery document, to show that merchandise has been delivered and is good condition.

Customer Cannot Return a Mattress/Box Spring to a store and must be arranged pick up

- Customer will need to call 1-800-328-0402 to arrange return / pick up of the Serta Mattress
- Serta reserves the right to refuse service when the mattress or sleep set, even if defective, is in an unsanitary condition (due to stains or soiling, infestation or other abuse), when the sleep set has evidence of damage from liquid penetration, cleaning or the use of cleaning fluids.