



Memo

From: Ed Massood
Date: 10/20/2011
Re: Procedure: Mattress Pick Ups

Because of recent changes in New Jersey State Health Codes, we are no longer allowed (by law) to pick up defective mattresses on the same truck that carries new product. This means that if we have to replace a mattress because of a warrantee issue, the pick up must be done separately. This protects our customers from any health concerns related to disposal of the defective mattress.

*Simmons replacement policy states that the customer is responsible for all delivery charges of a replacement product. However, if a mattress fails we will deliver the **replacement** mattress with free delivery to the customer.*

*Our customers should be offered two options for the **defective** mattress. They may keep or donate the old mattress and our delivery personnel will help them move the defective mattress to a new location. Or, we will pick up the defective mattress on a separate truck at a later date and the customer must pay a pick up fee of \$169.00.*