

No hassle, just happiness. Guaranteed.

We want you to be happy. However in the event that you are not comfortable within 100 days* of your original purchase, we will do our best to find you the right mattress. We will exchange your mattress with no hidden re-stocking or sanitation fees; just regular/standard transportation charges (local delivery starts at \$69.99). Not valid on clearance center purchases or floor models.

*One year available only in Dallas, TX.

Since it takes time to adjust to your new mattress we encourage you to sleep on it for a minimum of 30 nights. Do not remove law tag. All mattresses must be stain free for exchange or refund. Mattress Firm recommends using a mattress protector to help keep your new mattress sanitary.

Furniture Policy

Due to the use of natural materials in your furniture, minor variations may occur from piece to piece. All sales are final once furniture is delivered. Furniture items carry no warranty.

Layaway Policy

Mattress Firm offers a 90 day layaway program. A minimum 10% deposit with monthly payments up to 90 days is required. Mattress Firm will refund all monies paid up to 90 days if the layaway is cancelled. The merchandise will not be ordered until the last payment has been received. If the original merchandise selected is no longer available you may either request a full refund for all monies paid or apply the funds toward current merchandise. Floor models, vendor rollback/rebates, special purchases, furniture, accessories and clearance merchandise do not qualify for the layaway program.

Easy Pass & Phone Orders Policy

With EasyPass, it's easier than ever for you to find the perfect mattress in any Mattress Firm store or over the phone. From the comfort of your own home you can schedule delivery and pay for it online! For questions or to make changes to your EasyPass, please contact original store of purchase. EasyPass orders expire after 30 days.

Low Price Guarantee

We guarantee the best brands at the best prices. If you find the same or comparable sleep set for less than your invoiced price within 90 days of purchase, simply bring in the advertisement and we will credit your account or mail a refund check for 110% of the price difference to you within three weeks. Low Price Guarantee does not apply to clearance, floor models, vendor rollbacks/rebates, special purchases, promotional items, door busters or discontinued merchandise. Merchandise offered for sale on auction sites (i.e. EBay, Craig's List, etc.) are excluded.

Red Carpet Delivery

We want to make your delivery a smooth experience. Please help us by removing bed linens and any unused bed frames from the room prior to delivery. We also ask you to help us protect your home by removing objects from the delivery path. Mattress Firm delivery drivers are not allowed to move your personal property and are only insured to set up Mattress Firm merchandise. Mattress and foundation removal is limited to the number of pieces delivered. Frames, furniture and waterbeds cannot be removed. After your merchandise is delivered, please inspect it carefully. Our delivery drivers will ask you to sign our delivery manifest if all items are to your satisfaction. In the unlikely event damage occurs to your product, property, home or business during the course of a delivery, it must be noted on the delivery manifest before the delivery drivers have left the property and reported to the store of your original purchase within 24 hours. We are unable to process any claims after this time frame.

Mattress Firm recommends all of our customers use our professional delivery service. However, we understand for some customers it is more convenient or economical to pick your product up at our store or warehouse. Items should be inspected carefully prior to leaving the facility. Your purchase is under your possession and control as soon as it leaves the door of the store or warehouse. We do not recommend the use of any vehicle other than a covered truck for transporting merchandise. We will at your request and sole risk assist in placing and securing your merchandise. We cannot, however, be responsible for any damage caused by our assistance. Any claim for loss or damage due to the transportation of merchandise will be the sole responsibility of the consumer.