

Customer FAQs

1. Will my order be delivered as scheduled?

- All mattress deliveries are still scheduled to be delivered on time. If anything should change, we'll reach out to you.

2. Is the warranty still valid?

- Warranties, guarantees and other customer programs will be honored as usual.

3. What did Mattress Firm announce?

Mattress Firm is America's largest specialty mattress retailer, and we are implementing a plan to strengthen our business while maintaining our leadership position in all of our markets across the country. But one thing remains steadfast throughout the process—we'll always deliver you the best beds at the best value.

Part of that plan includes closing stores that aren't best servicing your sleep needs. We will also be opening new stores in areas where we see opportunities to better serve you. We will continue to serve customers as usual at thousands of stores across the country and online.

4. What does this mean for customers?

- Mattress Firm is still here to deliver the best value on the best beds across America. We continue to serve customers as usual, both in stores and online. With thousands of locations across the U.S., you will still only be a quick drive away from your local Mattress Firm store.
- We anticipate all deliveries to remain as scheduled and if anything should change, we'll reach out to you.
- We will continue to provide the same great customer service, including our great warranties, guarantees and other customer programs. Of course, that means our 120-night low price guarantee, 120-night sleep trial and same or next day delivery.

5. Is my local Mattress Firm store relocating?

- To check if you have a new, local Mattress Firm store, please visit Store Locator.

6. How long will this process take to complete?

- We expect to finish this process as quickly as possible – within 45 to 60 days.
- Throughout that process, Mattress Firm is still here to deliver the best value on the best beds across America, and we'll continue to serve customers as usual at stores across the nation and online.

7. Will Mattress Firm continue to run its typical sales and promotions?

- Yes. We will continue to deliver the beds at the best value. Be sure to check out our latest deals and promotions.
- We'll continue to have our great warranties, guarantees and other customer programs.

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8. Will Mattress Firm continue to offer financing options? May I still apply for a Mattress Firm Credit Card?

- Yes. Subject to credit approval and other terms and conditions, our financing partners continue to offer options that fit any budget.

9. Will the same range of merchandise still be available?

- Absolutely, yes. We remain dedicated to providing you with the best beds at the best value and will continue providing unmatched service throughout the nation. We'll work to ensure we're still bringing you the best-selling brands and beds you love.

10. Where can I go for more information and updates?

- For questions about products, warranties or open exchanges, visit [Customer Service](#).