

# Delivery Contractor FAQs

## 1. Why did Mattress Firm choose to initiate a prepackaged restructuring?

- We are using this court-supervised process to secure the funding we need to continue investing in our growth and to optimize our portfolio of retail locations.
- Our goal is to have a national store footprint that gives our guests easy, convenient access to our great products and service. The fact is, we are overstored in certain markets and understored in others. We will be closing stores that are not performing up to our expectations or are situated in areas where we have too many locations too close together.
- We plan to use the additional liquidity resulting from this process to improve our product offering, provide greater value to our guests, strategically expand in existing and new markets, and provide more earning opportunities for our associates.

## 2. How will the restructuring affect contractors?

- We intend to work with you as we always have.
- Our plan provides for you to be paid in full in the normal course.
- As we take these actions, we are focused on ensuring the financial well-being of our organization for today and long into the future, protecting the financial interests and investments of partners like you, and delivering value to our customers and employees.

## 3. How many stores are closing? How do these developments affect Mattress Firm's operations?

- We intend to close up to 700 stores in total as part of this process, with the first approximately 200 closings expected to begin in the next few days.
- We will continue to serve customers as usual at thousands of stores across the nation and online.
- It will be business as usual. We anticipate mattress deliveries will be made as scheduled, and we intend that warranties, guarantees and other customer programs will be honored as usual.

## 4. Given the number of stores you are closing, will the number of deliveries decline?

- We have analyzed store closures and anticipate that a portion of the sales from closed stores will transfer to nearby Mattress Firm locations.
- The stores we are closing are typically low volume stores and often too close to an existing Mattress Firm store.
- Post our restructuring we expect similar sales volumes, supported by growth of our online and Multi-Channel Sales businesses, and new store openings in underpenetrated markets.

## 5. Should we expect any delays in inventory, pickups or deliveries?

- We will continue to serve customers as usual at stores across the nation and online.
- We do not expect any delays in inventory, pickups or deliveries – thank you for your help in ensuring that we continue to operate just like we always have!
- Mattress Firm anticipates that mattress deliveries will be made as scheduled, and the Company intends that warranties and other programs will be honored as usual.

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## **6. Do you have sufficient liquidity to meet your business obligations?**

- We expect to have sufficient liquidity to meet our obligations upon emergence.
- We received commitments for \$250 million in debtor-in-possession financing and \$525 million of senior secured credit facilities to support the business after completion of the restructuring process.

## **7. Where can I go for more information and updates?**

- You can find additional information on our restructuring website, [www.mattressfirm.com/restructuring](http://www.mattressfirm.com/restructuring).