We want you to avoid the two most common problems that occur when people purchase new sleep surfaces:
1. New mattresses and foundations are often taller and larger than expected
2. Foundations do not fit through doors, stairways, or around corners

We urge you to follow the steps below carefully to ensure you purchase the correct merchandise. If redelivery is needed due to incorrect size or merchandise not fitting into your home, it will result in additional costs between $159 to $300.

<table>
<thead>
<tr>
<th>Step</th>
<th>Activity</th>
<th>H (In.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Review the height of the mattress and foundation that you are purchasing.</td>
<td>Mattress Foundation</td>
</tr>
<tr>
<td>2</td>
<td>Measure the height of the mattress and foundation that you are replacing if applicable.</td>
<td>Mattress Foundation</td>
</tr>
<tr>
<td>3</td>
<td>Calculate the difference and continue with the steps below.</td>
<td>Difference in Height</td>
</tr>
<tr>
<td>4</td>
<td>Pay attention to the combined height of the new mattress and foundation and compare it to your headboard and footboard if you have one. If the height of the new set is much greater, consider a standard height foundation as shown below.</td>
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<tr>
<td>5</td>
<td>Ensure that the mattress set will fit into the bedroom space appropriately. See length and width dimensions below. Note – Jordan’s Furniture does not exchange for height or size.</td>
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<tr>
<td>6</td>
<td>If there is a tight stairwell design, and/or sharp corners to navigate, or the new foundation is taller than your existing foundation, the 1-piece foundation may not fit. Consider purchasing a 2-piece foundation.</td>
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<tr>
<td>7</td>
<td>Does your frame or rail system have proper support? Queen, King, and California King sets must have proper center support for optimum performance and to honor warranties.</td>
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</tbody>
</table>

Manufacturer dimensions can vary up to 2”; therefore, mattresses and foundations may not align exactly.
You Might Be Uncomfortable
Expect an adjustment period to your new mattress.
Like a new pair of shoes, you will need to break in your new sleep surface.
*If you are struggling to work through your adjustment period, contact your Sleep Technician.*

Pillow
Selecting the right mattress is only one step toward improving your sleep environment.
Pillows align your back and neck as well as relieve shoulder pressure. The wrong pillow will contribute to back, neck, or shoulder pain.

Protectors*
We are passionate about protecting your new sleep surface and there are plenty of reasons why.
Protecting your sleep surface will:
• Keep the moisture from our bodies out of your sleep surface, which is crucial to creating a healthy environment for sleep.
• Keep dust mites from being a source of discomfort.
• Ensure your mattress is free of stains for warranty coverage.
• Minimize allergens in the bedroom.
*Note: The Sleep Lab also sells mattress encasements. Encasing your mattress, foundation, and pillows, will create a 100% allergen free environment.*

My Bed Does Not Feel Like What I Tested in the Store
Your new sleep surface and pillow(s) are just that….new. It takes time to feel consistent with our floor samples. The materials, with use, will gradually break-in and resemble what you experienced in the showroom.

Body Impressions
You will see body impressions in your new sleep surface.
Impressions indicate conformance to the sleeper(s), and are common in modern mattresses.

I Feel Like I Am Rolling Uphill On My Mattress
If there are two sleepers on a Queen or King mattress, you will notice that the center of the mattress will be higher and firmer than the parts of the mattress you sleep on. This is normal.

My New Mattress Smells
• There is nothing harmful about the release of odor.
• It can take several weeks to dissipate.
• Try leaving the bed unmade and opening a window if the odor is strong.
• The more the top layers are massaged, the quicker the odor will dissipate.

Caring For Your New Sleep Surface
You should maintain your single sided, or dual sided mattress for consistent wear and to extend the comfort life of the surface.
• Single Sided: Rotate every 2 weeks for the first 3 months, once every 3 months thereafter.
• Dual Sided: Same as single sided, but every other rotation, you should flip the surface.

My Mattress Is Hot
If you struggle with being too hot or too cold in bed, or you are thermally incompatible with your sleeping partner, the Sleep Lab has many top of bed solutions to help regulate your body temperature.