
Common Carrier Delivery

If you have ordered a Savvy Rest foundation or an Earthspring™ or Simplicity mattress, your order will be delivered by common freight carrier, not a small parcel service such as FedEx.

The carrier will call you to schedule a convenient day for delivery.

Common Carrier service is **CURBSIDE ONLY**. This means:

1. The freight truck comes to the residence location and stops on the street at the curb.
2. The driver pulls the boxes to the back of the truck.
3. The recipient must:
 - unload the delivery,
 - inspect it (see Delivery Inspection Instructions),
 - sign the delivery receipt, and
 - take the delivery from the curb (or nearest major road if there is a long driveway) to the door and inside the building.

IMPORTANT: When you sign a delivery receipt without noting any damage, you confirm that you are receiving the merchandise “in good condition.” A claim cannot be filed later with a carrier if the delivery receipt has been signed without damage notation. (See Delivery Inspection Instructions for how to inspect boxes and record damage). Dealers will be charged for replacement/reshipment of damaged items that were accepted with no damage noted on the delivery receipt.

Some drivers may be willing to help bring boxes to the door, but this is not included in Common Carrier delivery service. A freight driver’s assistance cannot be offered or guaranteed by Savvy Rest.

NOTE: The information above does not apply if you have purchased White Glove Delivery. That service includes indoor delivery, setup, and mattress/set removal.



Questions? Contact us at 866-856-4044.
