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# Latex Exchange Policy & Ordering Instructions

Most often, we are able to help you select the perfect configuration for your Savvy Rest mattress. That's what our savvy is about. Your mattress is a long-term investment in your comfort and health, however, so we want you to be comfortable for years—not weeks.

## Policy

You have 90 days from the date you receive your mattress to be sure you're happy with its firmness or softness. If you decide within that period that you'd prefer a layer softer or firmer than your original choice, we will replace the latex. There is no charge to you for the latex unless you change a layer from Dunlop to Talalay latex, in which case an upgrade fee\* applies.

You are charged shipping to receive a new layer and return the old. Shipping costs vary based on size; your dealer will tell you the cost when you order your exchange. Returned layer/s must ship to Savvy Rest within 30 days of replacement layer/s delivery or additional fees may apply.

The latex exchange policy is not a return policy. We do not accept returned mattresses or pillows. The latex exchange policy does not apply to custom-sized mattresses or to orders shipped outside the contiguous United States.

\*Note: If Talalay is exchanged for Dunlop, no credit is issued despite the difference in initial cost.

## How to order a latex exchange

1. Contact the store you purchased from or, if you bought directly from Savvy Rest, contact us at 866-856-4044 or [info@savvyrest.com](mailto:info@savvyrest.com). Let your dealer know, *"I'd like to order a latex exchange,"* and provide your original order number. Indicate the size of layer and type of latex you need. And confirm which layer/s you will return.
2. If you are unsure which new latex to order, ask your dealer to advise you on recommendations to adjust the comfort.
3. The replacement layer/s will be shipped to you from Savvy Rest. Return Shipping Instructions and a shipping label will be in the new box.
4. Follow the Latex Exchange Shipping Instructions to pack the latex and schedule a parcel pickup.



Questions? Contact Savvy Rest at 866-856-4044.

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# Latex Exchange Shipping Instructions

**IMPORTANT:** Do not load latex into bag and then try to force bag into box.

Follow directions below to pack.

## 1. Prepare the bag and box

- Always use a plastic bag. This eases loading and unloading and prevents damage. (The extra-large bag a new layer came in will suit, or a heavy-duty 55-gallon trash bag.)
- Open box flaps, point them upwards, then tape edges together. This gets the flaps temporarily out of the way to ease loading. (You'll cut flaps loose again before sealing the box.)
- Invert the bag and place it over the box.

## 2. Fold the Latex

- Simply roll a Twin or TwinXL layer. For larger sizes, first fold the layer down the middle from head to foot. Firmly roll it up as you would a sleeping bag. **DO NOT PULL OR DRAG LATEX** – it may tear.
- Take a firm grip with your arms around the rolled latex.

## 3. Packing

- Lift the roll and place it at the box opening. Holding the roll snugly, allow it to slip down into the box.
- Tape the bag closed. **DO NOT** apply tape directly to latex.
- Cut flaps loose and close the box.

## 4. Sealing and Labeling

- Tape box securely shut.
- Attach the shipping label.



## 5. Ordering Pickup

- Note the RPD number for your pickup (8064559). It is located under the barcode of your return label in parentheses. You may need to reference this number when scheduling the pickup.
- Contact FedEx (two options):
  - Call 1-800-GOFEDEX (1-800-463-3339). Say "REPRESENTATIVE" to be connected to live help. OR--
  - Online, go to <https://www.fedex.com/grd/rpp/ShowRPP.do> and select Ground Return Package Pickup. Under \*Company, enter your name and the pickup address.  
**NOTE:** Ground service pickups must be scheduled one day in advance.



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