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. 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.

Savvy Rest®

Questions? Contact us at 866-856-4044.